

LOUISIANA WILDLIFE AND FISHERIES COMMISSION

MINUTES

DECEMBER 4, 2003

TERRY D. DENMON
CHAIRMAN

BATON ROUGE, LOUISIANA

The following constitute minutes of the Commission Meeting
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Louisiana Department of Wildlife and Fisheries
2000 Quail Drive

Baton Rouge, Louisiana 70808

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AGENDA
LOUISIANA WILDLIFE AND FISHERIES COMMISSION
BATON ROUGE, LOUISIANA
DECEMBER 4, 2003

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MINUTES OF THE MEETING
OF
LOUISIANA WILDLIFE AND FISHERIES COMMISSION

Thursday, December 4, 2003

Chairman Terry Denmon presiding.

Bill Busbice
Lee Felterman
Tom Kelly
Henry Mouton
Wayne Sagrera
Jerry Stone

Secretary James H. Jenkins, Jr. was also present.

Chairman Denmon called for a motion for approval of the **November 6, 2003 Commission Minutes**. A motion for approval was made by Commissioner Busbice and seconded by Commissioner Mouton. The motion passed with no opposition.

There were no **Commission Special Announcements** for this month.

Employee Recognition Awards Presentation began with Mr. Jim Patton stating this was the fourth year for this program. The first category was the Customer Service Award presented to those who have provided quality service and assistance to customers. Winners were Chris Broussard, Deborah Thornton, Cindy Harris Kemp, Rashita "Shon" Williams, Patricia Faulkner, Kristi Butler and Vince Cefalu. The next award was the Employee of the Year which is given to those with overall outstanding job performance. Tammy Calix, Elaine Moore, Sr. Agent Jerry Stassi, Mary Hebert, Guthrie Perry and Tim Morrison were the recipients for this year. The last category was Special Achievement by a Team where efforts by a team have resulted in an outstanding contribution to the Department. Team winners were from Public Information Thomas Gresham and Joel Courtney; with Enforcement Captain Brian Clark, Sgt. Stephen McManus, Sgt. Bryan Marie, Sgt. Scot Keller and Sr. Agent Kris Bourgeois; the Wildlife Division Region 1 turkey banding team of Leslie Johnson, Don Carpenter, Marty Edmunds, Larry Waldron, Richard McMullan, Jonathan Glasscock, Jeffery Johnson, Todd Buffington, the late James Brooks, Danny Timmer and Jimmy Butcher; and from Inland Fisheries Gil Blalock, Scott Delaney, Jackie Wise and Tracy Cloud. Mr. Patton then recognized the Committee that worked to select the recipients from all of the nominees. Those employees were Major Sandy Dares, Chairman, Jimmy Anthony, Jason Duet, Robert Gough, Vince Guillory, Thomas Hess, Major Keith LaCaze, Gary Lester, Dave Moreland, Gary Tilyou, Deborah Sander,

Judy Bruetting and Midori Melancon. Secretary Jenkins then announced the Secretary's Award can be presented to two employees. This year's first recipient was Janis Landry for handling the problems associated with the new Point of Sale system. The other recipient was Cathy Greeson who has helped make the Secretary's job a lot more pleasant. Chairman Denmon congratulated all of the employees on behalf of the Commission.

Presentation to Dwight Brasseaux, Fur & Refuge Division, for Service to State was handled by Mr. Greg Linscombe. He stated it was his pleasure to speak about a unique employee he has worked with for the past 30 years. Mr. Dwight Brasseaux was born April 8, 1923 in Vermilion Parish and began working with his dad and brothers at the age of 13 trapping on family marsh land. In 1943, he entered the Navy and served for 31 months. He was assigned to a converted destroyer to support frogmen 3 days ahead of invasions. Mr. Brasseaux was in 7 invasions in the Pacific. At midnight on February 29, 1946 he returned home and was up early the next day helping with the trapping season. He married Mildred Duhon six months later and they shared a trapping camp on the north shore of Vermilion Bay with 3 other families. He continued to trap through the late 1940's and then farmed rice until the drought and converted to farming cotton through 1952. On January 1, 1953, he began working with the Department of Wildlife and Fisheries as a Refuge Warden and Boat Operator on State Wildlife Refuge. While employed with the Department, Mr. Brasseaux helped with repairs and construction to camps, managed 15 trappers, burned the marsh and law enforcement. He attend a 6 week law enforcement school in 1953 and again in 1965. In 1954, he worked with a geologist mapping State Wildlife and Marsh Island Refuges. Between 1954 and 1957, he worked at Rockefeller Refuge as a boat operator, assisted with surveying and worked with engineers on an impoundment built on the refuge. In 1963, a lot of time was spent searching for alligator poachers when the season was closed. In 1970, he was transferred to the Fur Division to work with Ted O'Neill on vegetative surveys, collected animals for disease study and assisted with trapper management. In 1975, he was transferred to the New Iberia Office as a Wildlife Specialist where he assisted Mr. Noel Kinler and Mr. Linscombe on many furbearer and alligator research projects. When the alligator season began in 1979, he assisted in interpreting instructions to the French speaking hunters. During the mid-1980's, Mr. Brasseaux stayed with pelicans for as long as two weeks feeding them daily until they could fly. Mr. Linscombe feels Mr. Brasseaux is a walking history book of central coastal Louisiana and the happenings within the Fur & Refuge Division. Based on records by the State Retirement System, it is believed Mr. Brasseaux is the longest working member in the system with 51-1/2 years of service. Two plaques were then read and presented to Mr. Brasseaux. Chairman Denmon congratulated Mr. Brasseaux on behalf of the Commission.

Mr. Jim Patton began the **Customer Service Report** noting this would be a presentation of the results of the customer service initiative for the year 2003 and the plan for 2004. The initiatives for the plan are managed by a Committee of employees that meet several times a year. Those employees included Mr. Patton, Chairman, Shannon Anderson, Captain Joseph Broussard, Judy Bruetting, Vince Cefalu, Paul Cook, Nema Davis, Wayne Huston, Dr. Jack Isaacs, Janis Landry, Emile LeBlanc, Midori Melancon, Richard Moses, Deborah Sander, David Soileau, Major Brian Spillman and Andrew Thomas. Mr. David Laverne serves as primary technical support for the group. Mr. Patton advised the Customer Service Assessment was rather thick, but was filled with very interesting information. He then noted there was an 11 page executive summary that would provide the gist of the plan. The year 2003 was an active year with the public which included media surveys, National Hunting and Fishing Day survey, Lamar-Dixon Expo survey, and a license vendor survey. Methods of on-going efforts by which customers can comment on their experiences with the Department are through the internet and customer service cards. A Human Resources Section survey was conducted among the employees. Other on-going efforts included a telephone directory, new employee orientation and employee comment cards. Next slide was on the overall quality of service from the internet comment cards and this resulted in a significant portion rating the Department excellent or good. From the National Hunting and Fishing Day and Lamar Dixon Expo surveys, the Department was overwhelmingly rated favorably. At National Hunting and Fishing Day, a question was asked, "Do you feel the Department is adequately fulfilling its mission?". The percentage that answered yes was 94.5. The next slides referred to the seven elements of customer service which are courtesy, attentiveness, knowledge, understandable, satisfied, timely and neatness. There were only two categories which had significant no responses and these were in the area of satisfaction and timeliness. The types of comments received through Customer Service were complaints, compliments, requests, suggestions or indeterminate with the largest area being requests. Where were the comments sent showed they involved all aspects of the Department. Mr. Patton then concluded stating the results indicate a high overall rating for the quality of its Customer Service.

Commissioner Busbice asked if a lot of the complaints resulted from the new license system? Mr. Patton stated the timeframe for this report only included a short period of time. Then Commissioner Busbice asked if the new license system was working better? Mr. Patton stated it continues to work, but in some instances it does not work very well. Then Commissioner Busbice asked if there was a cut clause in the contract? Mr. Patton informed him there is a termination clause that can be used when the contractor does not work to solve the problems in good faith but that has not yet occurred. Chairman Denmon asked if the system would be fixed before the big rush of license sales? Mr. Patton

answered yes, but he added that the problem is that the system does not work universally well. Secretary Jenkins commented the Outdoor Writer from the Times-Picayune criticized the Department severely stating the public was totally dissatisfied with its business. He noted he would make sure that writer was provided with a copy of the Customer Service report.

The Monthly Law Enforcement Report for November was given by Major Keith LaCaze. The following numbers were issued during November.

Region I - Minden - 47 citations and 17 warnings.

Region II - Monroe - 184 citations and 10 warnings.

Region III - Alexandria - 202 citations and 2 warnings.

Region IV - Ferriday - 208 citations and 12 warnings.

Region V - Lake Charles - 131 citations.

Region VI - Opelousas - 142 citations and 48 warnings.

Region VII - Baton Rouge - 132 citations and 7 warnings.

Region VIII - New Orleans - 246 citations and 31 warnings.

Region IX - Schriever - 243 citations and 16 warnings.

Oyster Strike Force - 18 citations and 10 warnings.

Seafood Investigation Unit - 26 citations.

SWEP - 54 citations.

Refuge Patrol - 47 citations.

The grand total of citations issued statewide for the month of November was 1,535. Also 143 warning citations were issued and agents helped in 57 public assist cases.

The aviation report for November 2003 showed enforcement pilots flew three airplanes a total of 53.4 hours for enforcement and 18.1 hours for other divisions. No citations were issued.

Major LaCaze then reported there was a hunting accident on November 1 in Caddo Parish where an individual was squirrel hunting and got into an ant pile. When he removed his hunter orange vest to rid of the ants, another hunter in a tree stand saw movement and shot the first person in the abdomen. It appears the injured hunter will survive his injury. Then on November 25 in Ouachita Parish,

a grandfather and grandson were hunting late in the evening and the grandson was misidentified by the grandfather and killed. Major LaCaze noted a copy of a News Release was handed out which told the story of individuals night hunting rabbits that had drugs in their possession. Commissioner Busbice asked if violators for those illegally night hunting could do mandatory jail time? Major LaCaze stated violators could receive mandatory jail time but one of the best deterrents was revocation of hunting privileges. Commissioner Busbice felt it was an agents worst nightmare to come upon someone night hunting. He added he would work during the next legislative session on getting jail time mandatory.

On the next item, Mrs. Karen Foote noted the Commission requested information on the trout situation relative to a **Declaration of Emergency and Notice of Intent - Spotted Seatrout Regulations - Recreational Size and Bag Limit - Calcasieu Lake, Sabine Lake and Surrounding Area**. She then introduced Mr. Mike Harbison from the Lake Charles Office and stated he had a presentation to go through. Mr. Harbison began stating the Department gave three presentations in the Calcasieu Lake area on the biology and management of the trout. Currently the creel is 25 fish with a 12 inch minimum and this would remain in effect if the proposed change was approved. The reason for the 12 inch minimum was so the trout would have a chance to spawn in their first year. The slide presentation included an aerial photo of the Calcasieu Lake and the Louisiana side of Sabine Lake. The landings for spotted seatrout showed the commercial fishermen averaged 6.4 million pounds per year while the recreational fishermen averaged 860,000 pounds. For the last three years, the average for recreational fishermen has been 62,000 pounds (sic)*¹. Since the 1980's, there has been a slight increase in female recruitment and this has occurred especially over the last three years. The average age for trout 25 inches and over is 4 years old which equals to 55 percent. Due to the good recruitment beginning in 1998, there has been an uptrend in the spawning biomass for the females. In the spawning potential ratio, there was plenty of spawning stock available above the 18 percent Conservation standard. There has been an upward trend in the catches of spotted seatrout caught with gill nets on Calcasieu Lake. With regards to mortality, there could be a 96.8 percent mortality rate just before that fish turns 4 years old. Then in age class 4, mortality is at 98.4 percent. As regulations become more restrictive, release mortality rises. The next slide showed that 78.9 percent of the spawning stock are aged 3 and younger. The spawning period for this fish is from April to October with the peak occurring in June and July. The most spotted seatrout are in the range between 12

¹Spotted Seatrout attachment indicates these figures are reversed.

and 20 inches with the average 25 inch being in the age class 4. Summarizing, Mr. Harbison stated stocks throughout Louisiana and Calcasieu Lake have increased over time and are at healthy levels. The spotted seatrout in Calcasieu Lake are a result of good recruitment years from 1998 to 2000. If the proposed regulation of 1 spotted seatrout over 25 inches allowed per day was implemented, there would be little impact to the population.

Chairman Denmon asked what would be the net effect of going with the limit? Mr. Harbison stated it would not affect the overall population, but the release mortality may rise. Chairman Denmon then asked if the maximum benefit would allow more fishermen the opportunity to catch larger fish over 25 inches? Mr. Harbison answered yes. Commissioner Mouton stated he received a call from a Texas Game Warden and he commented Texas changed their regulations when fishermen were catching 15 big trout. This has resulted in more fishermen coming into Louisiana to catch the larger fish. But if the proposal was enacted, the result would be more fish would be put back into the water. Commissioner Mouton then noted all of the guides on Sabine and Calcasieu support the issue as well as CCA. He then asked that the Declaration of Emergency of 1 trout over 25 inches allowed become effective 12:01 a.m., December 29, 2003. Chairman Denmon asked what was the reaction from the three public meetings? Mr. Harbison stated it was more a learning experience on the biology of spotted seatrout, but there were mixed reactions on the regulation change. Commissioner Stone asked if there would be any reactions from the Texas Parks & Wildlife Department? Commissioner Mouton answered he was told they hoped we would change the regulation. Commissioner Felterman asked if the only regulation change would be the one fish over 25 inches? Mr. Harbison stated yes, it would stay 12 inch minimum with only 1 over 25 inches allowed. Commissioner Felterman then asked if there has been any opposition? Commissioner Mouton stated he received one call asking that it not be done statewide. Commissioner Sagrera noted his concern was Texas putting more restrictions on Louisiana residents since this was targeting Texas fishermen. Commissioner Mouton felt it was important to do everything possible to put more fish into the water. Commissioner Felterman asked why not do it statewide? Commissioner Mouton stated the biggest problem was in the Lake Charles area. Chairman Denmon stated Commissioner Sagrera felt this was directed towards Texas fishermen, but nothing was mentioned about Texas. He asked if that was just his opinion? Commissioner Sagrera commented it was pointed out that most of the offenses were coming from Texas guides and Texas fishermen. Commissioner Mouton felt there would be no back lash from Texas since their regulations dating back to the late 70's has allowed the fishery to rebound. He added he had no problem with going statewide. Commissioner Stone asked if a tournament fisherman catches a larger fish than what is in his possession, can he release the smaller fish dead or alive? Lt. Col. Charlie Clark felt the fish became part of the possession when it died. Chairman Denmon asked what happens to a fisherman that

does not fish within the geographic area proposed but lives in the area and returns with two fish? Lt. Col. Clark stated, in order for it to be enforced, they would have to actually see the fisherman with both. In looking at it from the Enforcement side, one side of the Mermentau River was left open. Then he commented, that if the fish are in a car on the road to a fisherman's home, they would not be stopped. Enforcement's intent was possession on the water within the area. Commissioner Felterman stated with the action being a Declaration of Emergency, it prevented the public from commenting. He added there should be a chance for comment. Commissioner Mouton commented he was trying to stop the slaughter that would occur in a couple of months. Commissioner Sagrera asked the reason for a Declaration of Emergency and Notice of Intent? Mrs. Foote stated the earliest date a Notice of Intent could become effective April 20, 2004 whereas, a Declaration of Emergency could be implemented sooner. Again Commissioner Mouton suggested that effective date be December 29, 2003. Commissioner Felterman asked if a Notice of Intent could be amended during the comment period? Mr. Don Puckett responded it could not be amended once it was sent to the Legislative Oversight Committee. Chairman Denmon wanted to know how a fisherman would be notified once a Declaration of Emergency went into effect. Mrs. Foote stated a News Release would be put out immediately as well as receiving help from the Extension Service and news media. Chairman Denmon noted he was for the proposal, but saw lots of problems. Commissioner Sagrera asked what was the purpose of a Notice of Intent. Chairman Denmon suggested if the problem was to be fixed, a Declaration of Emergency was needed. But for it to be fixed in the long haul, a statewide Notice of Intent should be presented at the next meeting. Mr. Puckett stated it was easy to take an item off the agenda; and if it was the wishes of the Commission to proceed with just a Declaration of Emergency, that would be possible. Commissioner Stone asked for a clear definition of possession as it related to catch and release. Lt. Col. Clark stated it has always been their understanding, when a fish is killed, it becomes your possession. Again, Commissioner Stone asked that the definition of possession be studied. Commissioner Mouton made a motion to accept the Declaration of Emergency to become effective 12:01 a.m., Monday, December 29, 2003. Commissioner Busbice seconded the motion. The Chairman then asked for public comments.

Mr. Randy Lanctot, Louisiana Wildlife Federation, stated he wanted to speak on the process by which the proposed would be accomplished. He felt there was no urgency in the matter that would warrant the use of a Declaration of Emergency. Mr. Lanctot then urged the Commission to follow the Notice of Intent process and allow the public the chance to comment before putting it into effect.

Mr. Don Dubuc, member of the Louisiana Outdoor Writers Association, informed the Commission the Association maintains the state record for speckled trout caught in the state. He assured

them that any new record that may be broken would be with a fish over 25 inches. That fisherman would be faced with a dilemma of whether or not to throw a fish back since doing any type of illegal activity would not allow that person the chance to have a record fish. Then he noted, if the regulation went statewide, there would be opposition from people fishing in rodeos and tournaments that have the class of 5 stringer speckled trout.

Mr. Will Dross, Lake Charles, stated he has fished Big Lake for a long time and last February caught stringers of 20-30 speckled trout over 27 inches. He then commented he has seen fishermen from Texas target this size fish sometimes for 10 days and caught tremendous fish. Mr. Dross hoped to have the same type fishery this next year. He added he would like to see this fishery protected and asked the Commission to pass the Declaration of Emergency.

Commissioner Stone asked if it would help tournaments and rodeos if the limit over 25 inches was 5 instead of 1. He felt advertising 5 giant trout would be a good thing for the state of Louisiana. Then Commissioner Stone made a substitute motion to increase the number of fish over 25 inches from 1 to 5. Commissioner Sagrera seconded the motion. Commissioner Mouton stated he could go with 2 but not 5. Commissioner Stone reminded everyone that this 1 fish limit could wipe out tournament fishing in this state. Commissioner Sagrera added that from what he has heard, this rule may go statewide. He also stated he was concerned with the enforcement issues and felt 5 was a viable compromise. Hearing no further comments, the substitute motion passed with opposition from Commissioners Busbice and Mouton. Chairman Denmon asked Mrs. Foote to gather together a Notice of Intent for a similar action that would be effective statewide.

(The full text of the Declaration of Emergency is made a part of the record.)

DECLARATION OF EMERGENCY

Department of Wildlife and Fisheries
Wildlife and Fisheries Commission

Spotted Seatrout Recreational Regulations

In accordance with the emergency provisions of R.S. 49:953(B), the Administrative Procedure Act, R.S. 49:967, R.S. 56:326.3 which provides that the Wildlife and Fisheries Commission may set size limits for saltwater finfish, and R.S. 56:325.1(A)2 and B; the Wildlife and Fisheries Commission hereby adds the following rule for the recreational harvest of spotted seatrout to be effective 12:01 a.m., Monday, December 29, 2003:

Except as provided in R.S. 56:325.1, within those areas of the state, including coastal territorial waters, south of Interstate 10 from its junction at the Texas-Louisiana boundary eastward to its junction with Louisiana Highway 171, south to Highway 14, and then south to Holmwood, and then south on Highway 27 through Gibbstown south to Louisiana Highway 82 at Creole and south on Highway 82 to Oak Grove, and then due south to the western shore of the Mermentau River, following this shoreline south to the junction with the Gulf of Mexico, and then due south to the limit of the state territorial sea, no person shall possess, regardless of where taken, more than five (5) spotted seatrout exceeding twenty-five inches (25") total length. The spotted seatrout exceeding twenty-five inches (25") in length shall be considered as part of the daily recreational bag limit and possession limit.

Terry D. Denmon
Chairman

A Resolution and Declaration of Emergency - Possible Extension of Red Snapper Commercial Season began with Mr. Randy Pausina stating this action would continue the consistency between the Department and National Marine Fisheries Service on red snapper seasons. The fall commercial red snapper was closed, by Secretarial Declaration of Emergency, on December 7, 2003. Mr. Pausina then read the Therefore Be It Resolved portion of the Resolution. Commissioner Feltermann made a motion to adopt the Resolution and it was seconded by Commissioner Busbice. The motion passed with no opposition.

(The full text of the Resolution is made a part of the record.)

RESOLUTION

2003 FALL COMMERCIAL RED SNAPPER SEASON

December 4, 2003

WHEREAS, the red snapper fishery in the Gulf of Mexico off the coast of Louisiana is cooperatively managed by the Louisiana Department of Wildlife and Fisheries (LDWF) and the National Marine Fisheries Service (NMFS) with advice from the Gulf of Mexico Fishery Management Council (Gulf Council), and

WHEREAS, regulations promulgated by NMFS are applicable in waters of the Exclusive Economic Zone (EEZ) of the U.S., generally three miles offshore, and

WHEREAS, rules will be established by NMFS, to provide for commercial harvest seasons for red snapper in the EEZ off of Louisiana, and

WHEREAS, the Department of Wildlife and Fisheries receives notice from the Gulf Council and NMFS requesting consistent regulations in Louisiana state waters which are preferable as they assist in enforcement of fishery rules, and

WHEREAS, in order to enact regulations in a timely manner so as to have compatible regulations in place in Louisiana waters for the 2003 commercial red snapper season, it is necessary that emergency rules be enacted, and

WHEREAS, R.S. 49:953(B) and R.S. 49:967 allow the Wildlife and Fisheries Commission to use emergency procedures to set finfish seasons, and

WHEREAS, R.S. 56:326.3 provides that the Wildlife and Fisheries Commission may set seasons for saltwater finfish,

THEREFORE BE IT RESOLVED, that the Commission authorizes the Secretary, through Declaration of Emergency, to re-open and close the commercial red snapper season outside of the season framework established at the January 2003 Commission meeting in Louisiana state waters if he is informed by the Regional Administrator of the National Marine Fisheries Service that the season dates for the commercial harvest of red snapper in the federal waters of the Gulf of Mexico have been modified to re-open and close after noon December 7, 2003 and that the Regional Administrator of NMFS requests that the season be modified in Louisiana state waters, and

BE IT FURTHER RESOLVED, that the Secretary of the Department of Wildlife and Fisheries is authorized to take any and all necessary steps on behalf of the Commission to promulgate and effectuate a Declaration of Emergency, and

BE IT FURTHER RESOLVED, that all applicable rules regarding red snapper harvest including trip limits, permit requirements, and size limits, established by the Commission shall be in effect during the open seasons hereby established.

Terry D. Denmon, Chairman
Wildlife and Fisheries
Commission

James H. Jenkins, Jr., Secretary
Department of Wildlife and
Fisheries

Then Mr. Patrick Banks handled a Declaration of Emergency - Little Lake Designated Temporary Natural Reef. The areas involved in the proposal are the designation of certain waterbottoms in Jefferson and Lafourche Parishes as a temporary natural reef. The area was originally designated at the August 2003 Commission Meeting by Declaration of Emergency. A request from the oyster industry to harvest the substantial oyster resource was made before Davis Pond rendered the area unproductive. The original Declaration of Emergency will expire on December 31, 2003. Within the first month of harvest, over 2,500 sacks of marketable oysters and almost 1,000 barrels of seed oyster came from that area. Mr. Banks then asked the Commission to extend the designation of the temporary natural reef beginning January 1, 2004. He then read the Therefore Be It Resolved portion of the Resolution. Commissioner Busbice made a motion to accept the Resolution. Commissioner Kelly seconded the motion and it passed unanimously.

(The full text of the Resolution and Declaration of Emergency are made a part of the record.)

RESOLUTION

ESTABLISHMENT OF DESIGNATED TEMPORARY NATURAL REEF

December 4, 2003

- WHEREAS, R.S. 56:6(12) provides that the Commission shall, through its Secretary, improve, enlarge, and protect the natural oyster reefs of this state as conditions may warrant, and
- WHEREAS, R.S. 56:433 provides that the Department may designate from which natural reefs oysters may be fished, and
- WHEREAS, oyster leases were purchased or relocated pursuant to R.S. 56:432.1 in a portion of Little Lake and nearby water bottoms in Jefferson and Lafourche Parishes, and
- WHEREAS, the water bottoms in that portion of Little Lake and vicinity in Jefferson and Lafourche Parishes have been reported to contain oysters of harvestable size and quantity, and
- WHEREAS, due to the anticipated operation of the Davis Pond Freshwater Diversion structure, the oyster resource in this area is in imminent peril of being irretrievably lost, and
- WHEREAS, at the August 6, 2003 Wildlife and Fisheries Commission Meeting, the Commission passed a Resolution and

Declaration of Emergency establishing the Little Lake
Designated Temporary Natural Reef, and

WHEREAS, that Declaration of Emergency will expire on December 31, 2003 and the Wildlife and Fisheries Commission wishes to extend the designation of Little Lake for additional time to allow for harvest of the oyster resource.

THEREFORE BE IT RESOLVED, the Wildlife and Fisheries Commission and the Department of Wildlife and Fisheries continue to declare a designated temporary natural reef in the water bottoms of Little Lake and vicinity - Jefferson and Lafourche Parishes in the area described in the attached Declaration of Emergency which is attached to and made a part of this resolution, and

BE IT FURTHER RESOLVED, the Secretary of the Department of Wildlife and Fisheries is authorized to take any and all necessary steps on behalf of the Commission to effectuate this Declaration of Emergency, including but not limited to the preparation of reports and correspondence to other agencies of government.

Terry D. Denmon, Chairman
Wildlife and Fisheries
Commission

James H. Jenkins, Jr., Secretary
Department of Wildlife and
Fisheries

DECLARATION OF EMERGENCY

Department of Wildlife and Fisheries
Wildlife and Fisheries Commission

In accordance with emergency provisions of the Administrative Procedure Act, R.S. 49:953(B) and in accordance with R.S. 56:6(12) and R.S. 56:433, the Wildlife and Fisheries Commission and the Department of Wildlife and Fisheries continue to declare and designate those water bottoms of Little Lake and vicinity in Jefferson and Lafourche Parishes more specifically described below to be a designated temporary natural reef. This area was originally declared as such at the August 6, 2003 Wildlife and Fisheries Commission meeting through a Declaration of Emergency.

Inasmuch as the Davis Pond Freshwater Diversion is anticipated to resume normal operations within 6 months, standard rulemaking procedures and timeframes would leave little, if any, time for an orderly and efficient harvest of this resource. Therefore, the Wildlife and Fisheries Commission and the Department of Wildlife and Fisheries continue to hereby declare the water bottoms of Little Lake and vicinity in Jefferson and Lafourche parishes as described below a designated temporary natural reef:

Beginning at the point on the western bank of the Barataria Waterway, latitude of 29° 34' 40" North, longitude 90° 03' 35.070" West; thence southerly along the western bank of the Barataria Waterway to a point, latitude 29° 30' 27.226" North, longitude 90° 01' 25.438" West; thence southwesterly to a point, latitude 29° 26' 37.361" North, longitude 90° 07' 26.119" West; thence northwesterly to a point, latitude 29° 28' 50.000" North, longitude 90° 11' 40.000" West; thence North to a point, latitude 29° 34' 40.000" North, longitude 90° 11' 40.000" West; thence East to the point of beginning.

All statutes, regulations, and policies pertaining to the use of public oyster grounds will be in force in this temporary natural reef with the exception of any additional mitigation requirements levied from time to time for construction, oil and gas exploration, or pipeline construction activities.

This Declaration of Emergency will become effective on January 1, 2004, and shall remain in effect for the maximum period allowed under the Administrative Procedure Act or until revocation by the Commission and the Department.

Terry D. Denmon
Chairman

Assessment of Penalty Against J.P. & Sons, LLC and Kass Brothers, Inc. for Dredging Fill Sand and Fill Material Without a Permit was handled by Mr. Fred Whitrock. He began stating this action stemmed from the Department's and Commission's authority to issue permits for the dredging of fill material from waterbottoms of the State. In this instance, one or two companies dredged material over the past summer and failed to obtain a permit before the dredging occurred. The companies did apply for a permit after the fact but permits are not issued that way. Also the companies did pay the royalty at that time. Approximately 150,000 cubic yards were dredged and the royalty paid was just under \$30,000. The Commission has the authority to assess penalties up to \$1,000 per day for each day of dredging plus the fair market value of the material. Mr. Whitrock felt the problem was essentially a business oversight. He added that in February 2002 there was a similar incident with J.P. & Sons, so staff recommended a penalty of \$1,000 per day for each day of dredging. Commissioner Mouton asked if the company came in on their own to get the permit or were they told to? Mr. Whitrock stated the Department was informed dredging was occurring and after finding who was responsible, the Department notified them. Chairman Denmon asked if the companies should have known a permit was required. Mr. Whitrock answered yes. Commissioner Busbice added that J.P. & Sons has been dredging the state's waterbottoms for years. Commissioner Sagrera asked how many days of dredging occurred? Mr. Whitrock felt it was less than 45 days and the number would be determined when the company

provides documentation. Commissioner Busbice asked if the company could be suspended from dredging or was the penalty the maximum allowed? Mr. Whitrock stated this was the maximum the Commission could assess. Commissioner Stone asked if there is any regulation on repeat offenders? Mr. Whitrock commented the reason for going with the maximum was they are a repeat offender. Commissioner Felterman asked if there was trouble in collecting the penalty, would the company not be allowed to get another permit until it was collected? That could be considered if the company should apply for another permit in the future, responded Mr. Whitrock. Chairman Denmon asked if a permit was for a certain length of time. Mr. Whitrock stated the permits are issued for a year and there was a set amount that can be dredged. Chairman Denmon asked how was it determined how much can be dredged. There are two ways, by a survey from the dredging company and the Department's knowledge of the size of the pits. Commissioner Mouton made a motion to fine the dredging company the maximum penalty as stated in the Resolution. The motion was seconded by Commissioner Sagraera. Commissioner Stone asked if the Commission could revise fines for repeat offenders. Mr. Whitrock stated he would have to look into whether it could be changed. He added that historically this has not been a common problem. Commissioner Busbice asked Mr. Whitrock what was the yearly income the Department received from dredging. He stated it varied but was several hundred thousand dollars.

Mr. Bryce B. Godfrey, Jr. who represents J.P. & Sons stated they hope to work with the Department pursuant to the Resolution. He also stated that they would cooperate in obtaining the documentation and resolving the situation. J.P. & Sons is one of the companies that does this type of work and generates revenues for the State, but the business oversight did occur. Chairman Denmon asked if the penalties would be assessed 50-50 between the two companies? Mr. Whitrock stated the Department does not know the legal relationship between the two companies and who was legally liable.

Mr. Richard Olivier, representing Kass Brothers, Inc., reiterated they were working with the Department to resolve the issue. He concurred there was no malicious intent by anyone and acknowledged Kass Brothers was appearing for the first time before the Commission. Mr. Olivier felt this matter would be resolved short of an administrative hearing.

Chairman Denmon asked if the penalty was assessed jointly, how would it be resolved on who pays the penalty? Mr. Whitrock stated it would be determined by who was legally responsible for the penalty. The Commission, by the Resolution, assesses the penalty which allows it to be pursued through an administrative law procedure where the legal aspects can be resolved. Hearing no other comments, the motion passed with no opposition.

(The full text of the Resolution is made a part of the record.)

RESOLUTION

LOUISIANA WILDLIFE AND FISHERIES COMMISSION
LOUISIANA DEPARTMENT OF WILDLIFE AND FISHERIES

December 4, 2003

- WHEREAS, the Department of Wildlife and Fisheries has determined that J.P. & Sons Dredging, L.L.C. and Kass Brothers, Inc. were jointly responsible for dredging approximately 150,000 cubic yards of fill sand and fill material from the Mississippi River in Jefferson Parish, Louisiana during the period of approximately July 18 - August 30, 2003, with the material being deposited into pits owned by Kass Brothers, Inc.
- WHEREAS, this dredging was done without a permit from the Department as is required by Chapter 12 of Title 56 of the Louisiana Revised Statutes, particularly La. R.S. 56:2011.
- WHEREAS, after the dredging was completed, J.P. & Sons Dredging, L.L.C. submitted a permit application along with a check in the amount of \$29,968.84, which represents the royalties due for the dredging.
- WHEREAS, prior dredging activity engaged in by J.P. & Sons Dredging, L.L.C. which occurred before the above described July - August dredging resulted in J.P. & Sons Dredging, L.L.C. dredging more than was allowed under their permit and dredging at times without obtaining a permit from the Department, and resulted in the Department and Commission pursuing collection of the underpaid royalty along with interest and penalties for this previous activity.
- WHEREAS, pursuant to La. R.S. 56:2012, the Commission has the authority to assess a civil penalty not to exceed \$1000 per day for each day a violation occurs and may assess damages in an amount not to exceed the fair market value of the dredged fill sand or fill material.
- WHEREAS, based upon the above, the staff of the Department believes that a penalty of \$1,000.00 per day for each day that dredging occurred without a permit is appropriate under the circumstances.
- WHEREAS, the Department requests that the Commission assess a penalty of \$1,000.00 per day jointly against J.P. & Sons

Dredging, L.L.C. and Kass Brothers, Inc. for dredging the fill material without a permit.

THEREFORE BE IT RESOLVED, the Commission hereby assesses a penalty in the amount of \$1,000.00 per day jointly against J.P. & Sons Dredging, L.L.C. and Kass Brothers, Inc. for each day that the dredging occurred without a permit and that the Department is hereby authorized to take all other action as necessary, including filing of suit against J.P. & Sons Dredging, L.L.C. and Kass Brothers, Inc. for collection of this assessed penalty, as well as all other remedies prescribed by law.

Terry D. Denmon, Chairman
La. Wildlife and Fisheries
Commission


James H. Jenkins, Jr., Secretary
La. Dept. of Wildlife and
Fisheries

Election of Chairman and Vice-Chairman began with Chairman Denmon stating he has enjoyed his year as Chairman. He also expressed enjoyment with working with the other Commission Members and the Department. Then Chairman Denmon asked for nominations for Chairman. Commissioner Mouton nominated Commissioner Busbice. Hearing no further nominations, Commissioner Busbice was elected to serve as Chairman for 2004. Then Commissioner Mouton nominated Commissioner Sagrera for Vice-Chairman and he was also elected by acclamation.

The Commissioners agreed to hold the **April 2004 Meeting** on Thursday, April 1, 2004, beginning at 10:00 a.m. at the Baton Rouge Headquarters.

Chairman Denmon then announced under **Public Comments** there were two Commissioners whose term would be ending. He then presented plaques to Commissioner Kelly and Commissioner Felterman.

There being no further business, Commissioner Busbice made a motion to **Adjourn** the meeting and it was seconded by Commissioner Sagrera.


James H. Jenkins, Jr.
Secretary

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MINUTES OF THE MEETING
OF
LOUISIANA WILDLIFE AND FISHERIES COMMISSION

Thursday, December 4, 2003

Chairman Terry Denmon presiding.

Bill Busbice
Lee Felterman
Tom Kelly
Henry Mouton
Wayne Sagrera
Jerry Stone

Secretary James H. Jenkins, Jr. was also present.

Chairman Denmon called for a motion for approval of the **November 6, 2003 Commission Minutes**. A motion for approval was made by Commissioner Busbice and seconded by Commissioner Mouton. The motion passed with no opposition.

There were no **Commission Special Announcements** for this month.

Employee Recognition Awards Presentation began with Mr. Jim Patton stating this was the fourth year for this program. The first category was the Customer Service Award presented to those who have provided quality service and assistance to customers. Winners were Chris Broussard, Deborah Thornton, Cindy Harris Kemp, Rashita "Shon" Williams, Patricia Faulkner, Kristi Butler and Vince Cefalu. The next award was the Employee of the Year which is given to those with overall outstanding job performance. Tammy Calix, Elaine Moore, Sr. Agent Jerry Stassi, Mary Hebert, Guthrie Perry and Tim Morrison were the recipients for this year. The last category was Special Achievement by a Team where efforts by a team have resulted in an outstanding contribution to the Department. Team winners were from Public Information Thomas Gresham and Joel Courtney; with Enforcement Captain Brian Clark, Sgt. Stephen McManus, Sgt. Bryan Marie, Sgt. Scot Keller and Sr. Agent Kris Bourgeois; the Wildlife Division Region 1 turkey banding team of Leslie Johnson, Don Carpenter, Marty Edmunds, Larry Waldron, Richard McMullan, Jonathan Glasscock, Jeffery Johnson, Todd Buffington, the late James Brooks, Danny Timmer and Jimmy Butcher; and from Inland Fisheries Gil Blalock, Scott Delaney, Jackie Wise and Tracy Cloud. Mr. Patton then recognized the Committee that worked to select the recipients from all of the nominees. Those employees were Major Sandy Dares, Chairman, Jimmy Anthony, Jason Duet, Robert Gough, Vince Guillory, Thomas Hess, Major Keith LaCaze, Gary Lester, Dave Moreland, Gary Tilyou, Deborah Sander,

Judy Bruetting and Midori Melancon. Secretary Jenkins then announced the Secretary's Award can be presented to two employees. This year's first recipient was Janis Landry for handling the problems associated with the new Point of Sale system. The other recipient was Cathy Greeson who has helped make the Secretary's job a lot more pleasant. Chairman Denmon congratulated all of the employees on behalf of the Commission.

Presentation to Dwight Brasseaux, Fur & Refuge Division, for Service to State was handled by Mr. Greg Linscombe. He stated it was his pleasure to speak about a unique employee he has worked with for the past 30 years. Mr. Dwight Brasseaux was born April 8, 1923 in Vermilion Parish and began working with his dad and brothers at the age of 13 trapping on family marsh land. In 1943, he entered the Navy and served for 31 months. He was assigned to a converted destroyer to support frogmen 3 days ahead of invasions. Mr. Brasseaux was in 7 invasions in the Pacific. At midnight on February 29, 1946 he returned home and was up early the next day helping with the trapping season. He married Mildred Duhon six months later and they shared a trapping camp on the north shore of Vermilion Bay with 3 other families. He continued to trap through the late 1940's and then farmed rice until the drought and converted to farming cotton through 1952. On January 1, 1953, he began working with the Department of Wildlife and Fisheries as a Refuge Warden and Boat Operator on State Wildlife Refuge. While employed with the Department, Mr. Brasseaux helped with repairs and construction to camps, managed 15 trappers, burned the marsh and law enforcement. He attended a 6 week law enforcement school in 1953 and again in 1965. In 1954, he worked with a geologist mapping State Wildlife and Marsh Island Refuges. Between 1954 and 1957, he worked at Rockefeller Refuge as a boat operator, assisted with surveying and worked with engineers on an impoundment built on the refuge. In 1963, a lot of time was spent searching for alligator poachers when the season was closed. In 1970, he was transferred to the Fur Division to work with Ted O'Neill on vegetative surveys, collected animals for disease study and assisted with trapper management. In 1975, he was transferred to the New Iberia Office as a Wildlife Specialist where he assisted Mr. Noel Kinler and Mr. Linscombe on many furbearer and alligator research projects. When the alligator season began in 1979, he assisted in interpreting instructions to the French speaking hunters. During the mid-1980's, Mr. Brasseaux stayed with pelicans for as long as two weeks feeding them daily until they could fly. Mr. Linscombe feels Mr. Brasseaux is a walking history book of central coastal Louisiana and the happenings within the Fur & Refuge Division. Based on records by the State Retirement System, it is believed Mr. Brasseaux is the longest working member in the system with 51-1/2 years of service. Two plaques were then read and presented to Mr. Brasseaux. Chairman Denmon congratulated Mr. Brasseaux on behalf of the Commission.

Mr. Jim Patton began the **Customer Service Report** noting this would be a presentation of the results of the customer service initiative for the year 2003 and the plan for 2004. The initiatives for the plan are managed by a Committee of employees that meet several times a year. Those employees included Mr. Patton, Chairman, Shannon Anderson, Captain Joseph Broussard, Judy Bruetting, Vince Cefalu, Paul Cook, Nema Davis, Wayne Huston, Dr. Jack Isaacs, Janis Landry, Emile LeBlanc, Midori Melancon, Richard Moses, Deborah Sander, David Soileau, Major Brian Spillman and Andrew Thomas. Mr. David Lavergne serves as primary technical support for the group. Mr. Patton advised the Customer Service Assessment was rather thick, but was filled with very interesting information. He then noted there was an 11 page executive summary that would provide the gist of the plan. (The year 2003 was an active year with the public which included media surveys, National Hunting and Fishing Day survey, Lamar-Dixon Expo survey, and a license vendor survey. Methods of on-going efforts by which customers can comment on their experiences with the Department are through the internet and customer service cards. A Human Resources Section survey was conducted among the employees. Other on-going efforts included a telephone directory, new employee orientation and employee comment cards. Next slide was on the overall quality of service from the internet comment cards and this resulted in a significant portion rating the Department excellent or good. From the National Hunting and Fishing Day and Lamar Dixon Expo surveys, the Department was overwhelmingly rated favorably. At National Hunting and Fishing Day, a question was asked, "Do you feel the Department is adequately fulfilling its mission?". The percentage that answered yes was 94.5. The next slides referred to the seven elements of customer service which are courtesy, attentiveness, knowledge, understandable, satisfied, timely and neatness. There were only two categories which had significant no responses and these were in the area of satisfaction and timeliness. The types of comments received through Customer Service were complaints, compliments, requests, suggestions or indeterminate with the largest area being requests. Where were the comments sent showed they involved all aspects of the Department. Mr. Patton then concluded stating the results indicate a high overall rating for the quality of its Customer Service.

Commissioner Busbice asked if a lot of the complaints resulted from the new license system? Mr. Patton stated the timeframe for this report only included a short period of time. Then Commissioner Busbice asked if the new license system was working better? Mr. Patton stated it continues to work, but in some instances it does not work very well. Then Commissioner Busbice asked if there was a cut clause in the contract? Mr. Patton informed him there is a termination clause that can be used when the contractor does not work to solve the problems in good faith but that has not yet occurred. Chairman Denmon asked if the system would be fixed before the big rush of license sales? Mr. Patton

answered yes, but he added that the problem is that the system does not work universally well. Secretary Jenkins commented the Outdoor Writer from the Times-Picayune criticized the Department severely stating the public was totally dissatisfied with its business. He noted he would make sure that writer was provided with a copy of the Customer Service report.

The **Monthly Law Enforcement Report for November** was given by Major Keith LaCaze. The following numbers were issued during November.

Region I - Minden - 47 citations and 17 warnings.

Region II - Monroe - 184 citations and 10 warnings.

Region III - Alexandria - 202 citations and 2 warnings.

Region IV - Ferriday - 208 citations and 12 warnings.

Region V - Lake Charles - 131 citations.

Region VI - Opelousas - 142 citations and 48 warnings.

Region VII - Baton Rouge - 132 citations and 7 warnings.

Region VIII - New Orleans - 246 citations and 31 warnings.

Region IX - Schriever - 243 citations and 16 warnings.

Oyster Strike Force - 18 citations and 10 warnings.

Seafood Investigation Unit - 26 citations.

SWEP - 54 citations.

Refuge Patrol - 47 citations.

The grand total of citations issued statewide for the month of October was 1,535. Also 143 warning citations were issued and agents helped in 57 public assist cases.

The aviation report for November 2003 showed enforcement pilots flew three airplanes a total of 53.4 hours for enforcement and 18.1 hours for other divisions. No citations were issued.

Major LaCaze then reported there was a hunting accident on November 1 in Caddo Parish where an individual was squirrel hunting and got into an ant pile. When he removed his hunter orange vest to rid of the ants, another hunter in a tree stand saw movement and shot the first person in the abdomen. It appears the injured hunter will survive his injury. Then on November 25 in Ouachita Parish,

a grandfather and grandson were hunting late in the evening and the grandson was misidentified by the grandfather and killed. Major LaCaze noted a copy of a News Release was handed out which told the story of individuals night hunting rabbits that had drugs in their possession. Commissioner Busbice asked if violators for those illegally night hunting could do mandatory jail time? Major LaCaze stated violators could receive mandatory jail time but one of the best deterrents was revocation of hunting privileges. Commissioner Busbice felt it was an agents worst nightmare to come upon someone night hunting. He added he would work during the next legislative session on getting jail time mandatory.

On the next item, Mrs. Karen Foote noted the Commission requested information on the trout situation relative to a **Declaration of Emergency and Notice of Intent - Spotted Seatrout Regulations - Recreational Size and Bag Limit - Calcasieu Lake, Sabine Lake and Surrounding Area.** She then introduced Mr. Mike Harbison from the Lake Charles Office and stated he had a presentation to go through. Mr. Harbison began stating the Department gave three presentations in the Calcasieu Lake area on the biology and management of the trout. Currently the creel is 25 fish with a 12 inch minimum and this would remain in effect if the proposed change was approved. The reason for the 12 inch minimum was so the trout would have a chance to spawn in their first year. The slide presentation included an aerial photo of the Calcasieu Lake and the Louisiana side of Sabine Lake. The landings for spotted seatrout showed the commercial fishermen averaged 6.4 million pounds per year while the recreational fishermen averaged 860,000 pounds. For the last three years, the average for recreational fishermen has been 62,000 pounds. Since the 1980's, there has been a slight increase in female recruitment and this has occurred especially over the last three years. The average age for trout 25 inches and over is 4 years old which equals to 55 percent. Due to the good recruitment beginning in 1998, there has been an uptrend in the spawning biomass for the females. In the spawning potential ratio, there was plenty of spawning stock available above the 18 percent Conservation standard. There has been an upward trend in the catches of spotted seatrout caught with gill nets on Calcasieu Lake. With regards to mortality, there could be a 96.8 percent mortality rate just before that fish turns 4 years old. Then in age class 4, mortality is at 98.4 percent. As regulations become more restrictive, release mortality rises. The next slide showed that 78.9 percent of the spawning stock are aged 3 and younger. The spawning period for this fish is from April to October with the peak occurring in June and July. The most spotted seatrout are in the range between 12 and 20 inches with the average 25 inch being in the age class 4. Summarizing, Mr. Harbison stated stocks throughout Louisiana and Calcasieu Lake have increased over time and are at healthy levels. The spotted seatrout in Calcasieu Lake are a result of good recruitment years from 1998 to 2000. If the proposed regulation of 1 spotted seatrout over 25 inches

allowed per day was implemented, there would be little impact to the population.

Chairman Denmon asked what would be the net effect of going with the limit? Mr. Harbison stated it would not affect the overall population, but the release mortality may rise. Chairman Denmon then asked if the maximum benefit would allow more fishermen the opportunity to catch larger fish over 25 inches? Mr. Harbison answered yes. Commissioner Mouton stated he received a call from a Texas Game Warden and he commented Texas changed their regulations when fishermen were catching 15 big trout. This has resulted in more fishermen coming into Louisiana to catch the larger fish. But if the proposal was enacted, the result would be more fish would be put back into the water. Commissioner Mouton then noted all of the guides on Sabine and Calcasieu support the issue as well as CCA. He then asked that the Declaration of Emergency of 1 trout over 25 inches allowed become effective 12:01 a.m., December 29, 2003. Chairman Denmon asked what was the reaction from the three public meetings? Mr. Harbison stated it was more a learning experience on the biology of spotted seatrout, but there were mixed reactions on the regulation change. Commissioner Stone asked if there would be any reactions from the Texas Parks & Wildlife Department? Commissioner Mouton answered he was told they hoped we would change the regulation. Commissioner Felterman asked if the only regulation change would be the one fish over 25 inches? Mr. Harbison stated yes, it would stay 12 inch minimum with only 1 over 25 inches allowed. Commissioner Felterman then asked if there has been any opposition? Commissioner Mouton stated he received one call asking that it not be done statewide. Commissioner Sagrera noted his concern was Texas putting more restrictions on Louisiana residents since this was targeting Texas fishermen. Commissioner Mouton felt it was important to do everything possible to put more fish into the water. Commissioner Felterman asked why not do it statewide? Commissioner Mouton stated the biggest problem was in the Lake Charles area. Chairman Denmon stated Commissioner Sagrera felt this was directed towards Texas fishermen, but nothing was mentioned about Texas. He asked if that was just his opinion? Commissioner Sagrera commented it was pointed out that most of the offenses were coming from Texas guides and Texas fishermen. Commissioner Mouton felt there would be no back lash from Texas since their regulations dating back to the late 70's has allowed the fishery to rebound. He added he had no problem with going statewide. Commissioner Stone asked if a tournament fisherman catches a larger fish than what is in his possession, can he release the smaller fish dead or alive? Lt. Col. Charlie Clark felt the fish became part of the possession when it died. Chairman Denmon asked what happens to a fisherman that does not fish within the geographic area proposed but lives in the area and returns with two fish? Lt. Col. Clark stated, in order for it to be enforced, they would have to actually see the fisherman with both. In looking at it from the Enforcement side, one side of the Mermentau River was left open. Then he commented,

that if the fish are in a car on the road to a fisherman's home, they would not be stopped. Enforcement's intent was possession on the water within the area. Commissioner Felterman stated with the action being a Declaration of Emergency, it prevented the public from commenting. He added there should be a chance for comment. Commissioner Mouton commented he was trying to stop the slaughter that would occur in a couple of months. Commissioner Sagrera asked the reason for a Declaration of Emergency and Notice of Intent? Mrs. Foote stated the earliest date a Notice of Intent could become effective April 20, 2004 whereas, a Declaration of Emergency could be implemented sooner. Again Commissioner Mouton suggested that effective date be December 29, 2003. Commissioner Felterman asked if a Notice of Intent could be amended during the comment period? Mr. Don Puckett responded it could not be amended once it was sent to the Legislative Oversight Committee. Chairman Denmon wanted to know how a fisherman would be notified once a Declaration of Emergency went into effect. Mrs. Foote stated a News Release would be put out immediately as well as receiving help from the Extension Service and news media. Chairman Denmon noted he was for the proposal, but saw lots of problems. Commissioner Sagrera asked what was the purpose of a Notice of Intent. Chairman Denmon suggested if the problem was to be fixed, a Declaration of Emergency was needed. But for it to be fixed in the long haul, a statewide Notice of Intent should be presented at the next meeting. Mr. Puckett stated it was easy to take an item off the agenda; and if it was the wishes of the Commission to proceed with just a Declaration of Emergency, that would be possible. Commissioner Stone asked for a clear definition of possession as it related to catch and release. Lt. Col. Clark stated it has always been their understanding, when a fish is killed, it becomes your possession. Again, Commissioner Stone asked that the definition of possession be studied. Commissioner Mouton made a motion to accept the Declaration of Emergency to become effective 12:01 a.m., Monday, December 29, 2003. Commissioner Busbice seconded the motion. The Chairman then asked for public comments.

Mr. Randy Lanctot, Louisiana Wildlife Federation, stated he wanted to speak on the process by which the proposed would be accomplished. He felt there was no urgency in the matter that would warrant the use of a Declaration of Emergency. Mr. Lanctot then urged the Commission to follow the Notice of Intent process and allow the public the chance to comment before putting it into effect.

Mr. Don Dubuc, member of the Louisiana Outdoor Writers Association, informed the Commission the Association maintains the state record for speckled trout caught in the state. He assured them that any new record that may be broken would be with a fish over 25 inches. That fisherman would be faced with a dilemma of whether or not to throw a fish back since doing any type of illegal activity would not allow that person the chance to have a record fish. Then he noted, if the regulation went statewide, there would

opposition from people fishing in rodeos and tournaments that have the class of 5 stringer speckled trout.

Mr. Will Dross, Lake Charles, stated he has fished Big Lake for a long time and last February caught stringers of 20-30 speckled trout over 27 inches. He then commented he has seen fishermen from Texas target this size fish sometimes for 10 days and caught tremendous fish. Mr. Dross hoped to have the same type fishery this next year. He added he would like to see this fishery protected and asked the Commission to pass the Declaration of Emergency.

Commissioner Stone asked if it would help tournaments and rodeos if the limit over 25 inches was 5 instead of 1. He felt advertising 5 giant trout would be a good thing for the state of Louisiana. Then Commissioner Stone made a substitute motion to increase the number of fish over 25 inches from 1 to 5. Commissioner Sagraera seconded the motion. Commissioner Mouton stated he could go with 2 but not 5. Commissioner Stone reminded everyone that this 1 fish limit could wipe out tournament fishing in this state. Commissioner Sagraera added that from what he has heard, this rule may go statewide. He also stated he was concerned with the enforcement issues and felt 5 was a viable compromise. Hearing no further comments, the substitute motion passed with opposition from Commissioners Busbice and Mouton. Chairman Denmon asked Mrs. Foote to gather together a Notice of Intent for a similar action that would be effective statewide.

(The full text of the Declaration of Emergency is made a part of the record.)

DECLARATION OF EMERGENCY

Department of Wildlife and Fisheries
Wildlife and Fisheries Commission

Spotted Seatrout Recreational Regulations

In accordance with the emergency provisions of R.S. 49:953(B), the Administrative Procedure Act, R.S. 49:967, R.S. 56:326.3 which provides that the Wildlife and Fisheries Commission may set size limits for saltwater finfish, and R.S. 56:325.1(A)2 and B; the Wildlife and Fisheries Commission hereby adds the following rule for the recreational harvest of spotted seatrout to be effective 12:01 a.m., Monday, December 29, 2003:

Except as provided in R.S. 56:325.1, within those areas of the state, including coastal territorial waters, south of Interstate 10 from its junction at the Texas-Louisiana boundary eastward to its junction with Louisiana Highway 171, south to Highway 14, and then south to Holmwood, and then south on Highway 27 through Gibbstown

south to Louisiana Highway 82 at Creole and south on Highway 82 to Oak Grove, and then due south to the western shore of the Mermentau River, following this shoreline south to the junction with the Gulf of Mexico, and then due south to the limit of the state territorial sea, no person shall possess, regardless of where taken, more than five (5) spotted seatrout exceeding twenty-five inches (25") total length. The spotted seatrout exceeding twenty-five inches (25") in length shall be considered as part of the daily recreational bag limit and possession limit.

Terry D. Denmon
Chairman

A Resolution and Declaration of Emergency - Possible Extension of Red Snapper Commercial Season began with Mr. Randy Pausina stating this action would continue the consistency between the Department and National Marine Fisheries Service on red snapper seasons. The fall commercial red snapper was closed, by Secretarial Declaration of Emergency, on December 7, 2003. Mr. Pausina then read the Therefore Be It Resolved portion of the Resolution. Commissioner Felterman made a motion to adopt the Resolution and it was seconded by Commissioner Busbice. The motion passed with no opposition.

(The full text of the Resolution is made a part of the record.)

RESOLUTION

2003 FALL COMMERCIAL RED SNAPPER SEASON

December 4, 2003

WHEREAS, the red snapper fishery in the Gulf of Mexico off the coast of Louisiana is cooperatively managed by the Louisiana Department of Wildlife and Fisheries (LDWF) and the National Marine Fisheries Service (NMFS) with advice from the Gulf of Mexico Fishery Management Council (Gulf Council), and

WHEREAS, regulations promulgated by NMFS are applicable in waters of the Exclusive Economic Zone (EEZ) of the U.S., generally three miles offshore, and

WHEREAS, rules will be established by NMFS, to provide for commercial harvest seasons for red snapper in the EEZ off of Louisiana, and

WHEREAS, the Department of Wildlife and Fisheries receives notice from the Gulf Council and NMFS requesting consistent regulations in Louisiana state waters which are

preferable as they assist in enforcement of fishery rules, and

WHEREAS, in order to enact regulations in a timely manner so as to have compatible regulations in place in Louisiana waters for the 2003 commercial red snapper season, it is necessary that emergency rules be enacted, and

WHEREAS, R.S. 49:953(B) and R.S. 49:967 allow the Wildlife and Fisheries Commission to use emergency procedures to set finfish seasons, and

WHEREAS, R.S. 56:326.3 provides that the Wildlife and Fisheries Commission may set seasons for saltwater finfish,

THEREFORE BE IT RESOLVED, that the Commission authorizes the Secretary, through Declaration of Emergency, to re-open and close the commercial red snapper season outside of the season framework established at the January 2003 Commission meeting in Louisiana state waters if he is informed by the Regional Administrator of the National Marine Fisheries Service that the season dates for the commercial harvest of red snapper in the federal waters of the Gulf of Mexico have been modified to re-open and close after noon December 7, 2003 and that the Regional Administrator of NMFS requests that the season be modified in Louisiana state waters, and

BE IT FURTHER RESOLVED, that the Secretary of the Department of Wildlife and Fisheries is authorized to take any and all necessary steps on behalf of the Commission to promulgate and effectuate a Declaration of Emergency, and

BE IT FURTHER RESOLVED, that all applicable rules regarding red snapper harvest including trip limits, permit requirements, and size limits, established by the Commission shall be in effect during the open seasons hereby established.

Terry D. Denmon, Chairman
Wildlife and Fisheries
Commission

James H. Jenkins, Jr., Secretary
Department of Wildlife and
Fisheries

Then Mr. Patrick Banks handled a **Declaration of Emergency - Little Lake Designated Temporary Natural Reef**. The areas involved in the proposal are the designation of certain waterbottoms in Jefferson and Lafourche Parishes as a temporary natural reef. The area was originally designated at the August 2003 Commission Meeting by Declaration of Emergency. A request from the oyster industry to harvest the substantial oyster resource was made before

Davis Pond rendered the area unproductive. The original Declaration of Emergency will expire on December 31, 2003. Within the first month of harvest, over 2,500 sacks of marketable oysters and almost 1,000 barrels of seed oyster came from that area. Mr. Banks then asked the Commission to extend the designation of the temporary natural reef beginning January 1, 2004. He then read the Therefore Be It Resolved portion of the Resolution. Commissioner Busbice made a motion to accept the Resolution. Commissioner Kelly seconded the motion and it passed unanimously.

(The full text of the Resolution and Declaration of Emergency are made a part of the record.)

RESOLUTION

ESTABLISHMENT OF DESIGNATED TEMPORARY NATURAL REEF

December 4, 2003

- WHEREAS, R.S. 56:6(12) provides that the Commission shall, through its Secretary, improve, enlarge, and protect the natural oyster reefs of this state as conditions may warrant, and
- WHEREAS, R.S. 56:433 provides that the Department may designate from which natural reefs oysters may be fished, and
- WHEREAS, oyster leases were purchased or relocated pursuant to R.S. 56:432.1 in a portion of Little Lake and nearby water bottoms in Jefferson and Lafourche Parishes, and
- WHEREAS, the water bottoms in that portion of Little Lake and vicinity in Jefferson and Lafourche Parishes have been reported to contain oysters of harvestable size and quantity, and
- WHEREAS, due to the anticipated operation of the Davis Pond Freshwater Diversion structure, the oyster resource in this area is in imminent peril of being irretrievably lost, and
- WHEREAS, at the August 6, 2003 Wildlife and Fisheries Commission Meeting, the Commission passed a Resolution and Declaration of Emergency establishing the Little Lake Designated Temporary Natural Reef, and
- WHEREAS, that Declaration of Emergency will expire on December 31, 2003 and the Wildlife and Fisheries Commission wishes to extend the designation of Little Lake for additional time to allow for harvest of the oyster resource.

THEREFORE BE IT RESOLVED, the Wildlife and Fisheries Commission and the Department of Wildlife and Fisheries continue to declare a designated temporary natural reef in the water bottoms of Little Lake and vicinity - Jefferson and Lafourche Parishes in the area described in the attached Declaration of Emergency which is attached to and made a part of this resolution, and

BE IT FURTHER RESOLVED, the Secretary of the Department of Wildlife and Fisheries is authorized to take any and all necessary steps on behalf of the Commission to effectuate this Declaration of Emergency, including but not limited to the preparation of reports and correspondence to other agencies of government.

Terry D. Denmon, Chairman
Wildlife and Fisheries
Commission

James H. Jenkins, Jr., Secretary
Department of Wildlife and
Fisheries

DECLARATION OF EMERGENCY

Department of Wildlife and Fisheries
Wildlife and Fisheries Commission

In accordance with emergency provisions of the Administrative Procedure Act, R.S. 49:953(B) and in accordance with R.S. 56:6(12) and R.S. 56:433, the Wildlife and Fisheries Commission and the Department of Wildlife and Fisheries continue to declare and designate those water bottoms of Little Lake and vicinity in Jefferson and Lafourche Parishes more specifically described below to be a designated temporary natural reef. This area was originally declared as such at the August 6, 2003 Wildlife and Fisheries Commission meeting through a Declaration of Emergency.

Inasmuch as the Davis Pond Freshwater Diversion is anticipated to resume normal operations within 6 months, standard rulemaking procedures and timeframes would leave little, if any, time for an orderly and efficient harvest of this resource. Therefore, the Wildlife and Fisheries Commission and the Department of Wildlife and Fisheries continue to hereby declare the water bottoms of Little Lake and vicinity in Jefferson and Lafourche parishes as described below a designated temporary natural reef:

Beginning at the point on the western bank of the Barataria Waterway, latitude of 29° 34' 40" North, longitude 90° 03' 35.070" West; thence southerly along the western bank of the Barataria Waterway to a point, latitude 29° 30' 27.226" North, longitude 90° 01' 25.438" West; thence southwesterly to a point, latitude 29° 26' 37.361" North, longitude 90° 07' 26.119" West; thence northwesterly to a point, latitude 29° 28' 50.000" North, longitude 90° 11' 40.000" West; thence North to a point, latitude 29° 34' 40.000"

North, longitude 90° 11' 40.000" West; thence East to the point of beginning.

All statutes, regulations, and policies pertaining to the use of public oyster grounds will be in force in this temporary natural reef with the exception of any additional mitigation requirements levied from time to time for construction, oil and gas exploration, or pipeline construction activities.

This Declaration of Emergency will become effective on January 1, 2004, and shall remain in effect for the maximum period allowed under the Administrative Procedure Act or until revocation by the Commission and the Department.

Terry D. Denmon
Chairman

Assessment of Penalty Against J.P. & Sons, LLC and Kass Brothers, Inc. for Dredging Fill Sand and Fill Material Without a Permit was handled by Mr. Fred Whitrock. He began stating this action stemmed from the Department's and Commission's authority to issue permits for the dredging of fill material from waterbottoms of the State. In this instance, one or two companies dredged material over the past summer and failed to obtain a permit before the dredging occurred. The companies did apply for a permit after the fact but permits are not issued that way. Also the companies did pay the royalty at that time. Approximately 150,000 cubic yards were dredged and the royalty paid was just under \$30,000. The Commission has the authority to assess penalties up to \$1,000 per day for each day of dredging plus the fair market value of the material. Mr. Whitrock felt the problem was essentially a business oversight. He added that in February 2002 there was a similar incident with J.P. & Sons, so staff recommended a penalty of \$1,000 per day for each day of dredging. Commissioner Mouton asked if the company came in on their own to get the permit or were they told to? Mr. Whitrock stated the Department was informed dredging was occurring and after finding who was responsible, the Department notified them. Chairman Denmon asked if the companies should have known a permit was required. Mr. Whitrock answered yes. Commissioner Busbice added that J.P. & Sons has been dredging the state's waterbottoms for years. Commissioner Sagrera asked how many days of dredging occurred? Mr. Whitrock felt it was less than 45 days and the number would be determined when the company provides documentation. Commissioner Busbice asked if the company could be suspended from dredging or was the penalty the maximum allowed? Mr. Whitrock stated this was the maximum the Commission could assess. Commissioner Stone asked if there is any regulation on repeat offenders? Mr. Whitrock commented the reason for going with the maximum was they are a repeat offender. Commissioner Felterman asked if there was trouble in collecting the penalty, would the company not be allowed to get another permit until it was

collected? That could be considered if the company should apply for another permit in the future, responded Mr. Whitrock. Chairman Denmon asked if a permit was for a certain length of time. Mr. Whitrock stated the permits are issued for a year and there was a set amount that can be dredged. Chairman Denmon asked how was it determined how much can be dredged. There are two ways, by a survey from the dredging company and the Department's knowledge of the size of the pits. Commissioner Mouton made a motion to fine the dredging company the maximum penalty as stated in the Resolution. The motion was seconded by Commissioner Sagrera. Commissioner Stone asked if the Commission could revise fines for repeat offenders. Mr. Whitrock stated he would have to look into whether it could be changed. He added that historically this has not been a common problem. Commissioner Busbice asked Mr. Whitrock what was the yearly income the Department received from dredging. He stated it varied but was several hundred thousand dollars.

Mr. Bryce B. Godfrey, Jr. who represents J.P. & Sons stated they hope to work with the Department pursuant to the Resolution. He also stated that they would cooperate in obtaining the documentation and resolving the situation. J.P. & Sons is one of the companies that does this type of work and generates revenues for the State, but the business oversight did occur. Chairman Denmon asked if the penalties would be assessed 50-50 between the two companies? Mr. Whitrock stated the Department does not know the legal relationship between the two companies and who was legally liable.

Mr. Richard Olivier, representing Kass Brothers, Inc., reiterated they were working with the Department to resolve the issue. He concurred there was no malicious intent by anyone and acknowledged Kass Brothers was appearing for the first time before the Commission. Mr. Olivier felt this matter would be resolved short of an administrative hearing.

Chairman Denmon asked if the penalty was assessed jointly, how would it be resolved on who pays the penalty? Mr. Whitrock stated it would be determined by who was legally responsible for the penalty. The Commission, by the Resolution, assesses the penalty which allows it to be pursued through an administrative law procedure where the legal aspects can be resolved. Hearing no other comments, the motion passed with no opposition.

(The full text of the Resolution is made a part of the record.)

RESOLUTION

LOUISIANA WILDLIFE AND FISHERIES COMMISSION
LOUISIANA DEPARTMENT OF WILDLIFE AND FISHERIES

December 4, 2003

WHEREAS, the Department of Wildlife and Fisheries has determined that J.P. & Sons Dredging, L.L.C. and Kass Brothers, Inc. were jointly responsible for dredging approximately 150,000 cubic yards of fill sand and fill material from the Mississippi River in Jefferson Parish, Louisiana during the period of approximately July 18 - August 30, 2003, with the material being deposited into pits owned by Kass Brothers, Inc.

WHEREAS, this dredging was done without a permit from the Department as is required by Chapter 12 of Title 56 of the Louisiana Revised Statutes, particularly La. R.S. 56:2011.

WHEREAS, after the dredging was completed, J.P. & Sons Dredging, L.L.C. submitted a permit application along with a check in the amount of \$29,968.84, which represents the royalties due for the dredging.

WHEREAS, prior dredging activity engaged in by J.P. & Sons Dredging, L.L.C. which occurred before the above described July - August dredging resulted in J.P. & Sons Dredging, L.L.C. dredging more than was allowed under their permit and dredging at times without obtaining a permit from the Department, and resulted in the Department and Commission pursuing collection of the underpaid royalty along with interest and penalties for this previous activity.

WHEREAS, pursuant to La. R.S. 56:2012, the Commission has the authority to assess a civil penalty not to exceed \$1000 per day for each day a violation occurs and may assess damages in an amount not to exceed the fair market value of the dredged fill sand or fill material.

WHEREAS, based upon the above, the staff of the Department believes that a penalty of \$1,000.00 per day for each day that dredging occurred without a permit is appropriate under the circumstances.

WHEREAS, the Department requests that the Commission assess a penalty of \$1,000.00 per day jointly against J.P. & Sons Dredging, L.L.C. and Kass Brothers, Inc. for dredging the fill material without a permit.

THEREFORE BE IT RESOLVED, the Commission hereby assesses a penalty in the amount of \$1,000.00 per day jointly against J.P. & Sons Dredging, L.L.C. and Kass Brothers, Inc. for each day that the dredging occurred without a permit and that the Department is hereby authorized to take all other action as necessary, including filing of suit against J.P. & Sons Dredging, L.L.C. and Kass Brothers, Inc. for

collection of this assessed penalty, as well as all other remedies prescribed by law.

Terry D. Denmon, Chairman
La. Wildlife and Fisheries
Commission

James H. Jenkins, Jr., Secretary
La. Dept. of Wildlife and
Fisheries

Election of Chairman and Vice-Chairman began with Chairman Denmon stating he has enjoyed his year as Chairman. He also expressed enjoyment with working with the other Commission Members and the Department. Then Chairman Denmon asked for nominations for Chairman. Commissioner Mouton nominated Commissioner Busbice. Hearing no further nominations, Commissioner Busbice was elected to serve as Chairman for 2004. Then Commissioner Mouton nominated Commissioner Sagrera for Vice-Chairman and he was also elected by acclamation.

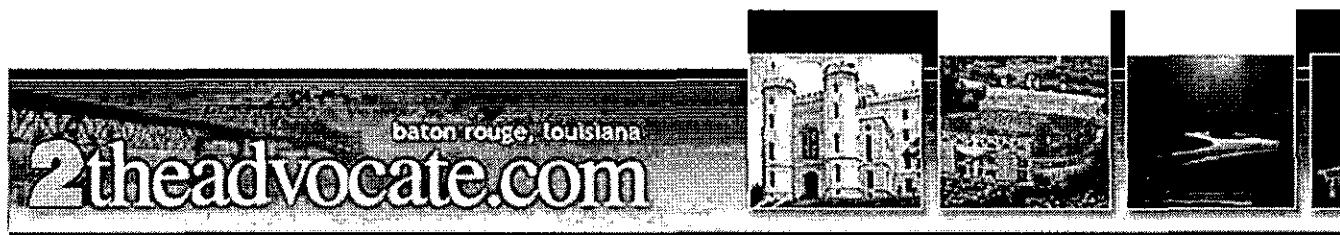
The Commissioners agreed to hold the **April 2004 Meeting** on Thursday, April 1, 2004, beginning at 10:00 a.m. at the Baton Rouge Headquarters.

Chairman Denmon then announced under **Public Comments** there were two Commissioners whose term would be ending. He then presented plaques to Commissioner Kelly and Commissioner Felterman.

There being no further business, Commissioner Busbice made a motion to **Adjourn** the meeting and it was seconded by Commissioner Sagrera.

James H. Jenkins, Jr.
Secretary

JHJ:sch



SEARCH



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Friday, Dec. 5

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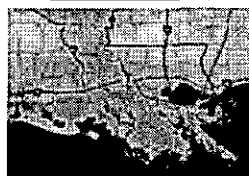
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Baton Rouge, La.
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46°2theadvocate > Outdoors > Fishermen in SW La. face limit on big trout
12/05/03

2theadvocate Outdoors

Fishermen in SW La. face limit on big trout

By JOE MACALUSO

jmacaluso@theadvocate.com

Advocate outdoors writer

Speckled trout fishermen taking fish in Calcasieu Lake and Sabine Lake in the southwestern corner of Louisiana will face the state's first "limit within a limit" on saltwater species.

Effective Dec. 29, saltwater anglers in a portion of Calcasieu Parish and most of Cameron Parish and three miles into the Gulf of Mexico will be restricted to having only five speckled trout more than 25 inches long among their 25-trout daily limit. The restricted area in the Gulf runs from the mouth of Mementau River west to Sabine Pass.

The much-discussed and twice-amended Declaration of Emergency passed by a 5-2 vote during Thursday's monthly meeting of the Louisiana Wildlife and Fisheries Commission.

The dissenters, Bill Busbice and Henry Mouton, both of Lafayette, objected after the declaration was changed from one trout more than 25 inches per day to five trout more than 25 inches per day.

Dr. Jerry Stone of Baton Rouge offered the amendment.

Discussion of a Notice of Intent that would make the rule permanent was moved to the Jan. 8 meeting. The move came after commission members' comments that the seven-man body should discuss and take public comment on making the regulation apply coastwide.

"I am for this (regulation), but if we're going to fix a problem, then we ought to do it statewide," LWFC chairman Terry Denmon said.

Stone added to the discussion by asking the Department of Wildlife and Fisheries' Enforcement Division to better define the term "possession" when it relates to a catch-and-release fishery. Stone said restricting size limits means that fishermen taking large speckled trout will be forced to return fish to the

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Lake Charles fisherman Will Dross spoke in favor of the move, which came as the result of a Coastal Conservation Association effort to restrict the take of trophy-sized trout from the two lakes. CCA-Louisiana's push came after Texas charter skippers posted photos on a Web site showing a 70-plus catch of trout weighing more than five pounds each.

"That wasn't just one day," Dross said referring to the Web site posting. "There were weeks of that going on, and we need to do something to protect something that's definitely world-class fishing."

Louisiana Wildlife Federation executive director Randy Lanctot spoke against the Declaration of Emergency saying that "nothing in this matter constitutes an emergency. We should respect the process by following the normal Notice of Intent procedure."

Mouton, who proposed the move during the LWFC's November meeting, pushed for the declaration for its immediate affect. A vote on a Notice of Intent at Thursday's meeting could not be ratified by the LWFC until its April meeting, and the regulation would not go into effect until April 20.

"That's after the run on trophy-sized trout is over in these two lakes," Mouton said.

In other action by 7-0 votes, the commission passed state approval for the Dec. 7 extension of the commercial red snapper season; designated Little Lake in Jefferson and Lafourche parishes as a "temporary natural reef" for the taking of oysters; and allowed the LDWF to pursue as much as \$43,000 in fines against J.P. & Sons Dredging and Kass Brothers, Inc. for dredging in the Mississippi River without a LDWF-issued permit.

The commission also honored retiring LDWF employee Dwight Brasseaux for more than 51 years of state service.

The LWFC also elected Busbice as its 2004 chairman and Wayne Sagrera of Abbeville its vice-chairman, and voted its April meeting date for April 1 in Baton Rouge.

Thursday's meeting ended the terms of two commission members, Lee Felterman and Thomas Kelly.

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COMMISSION MEETING
ROLL CALL

Thursday, December 4, 2003
Baton Rouge, LA
Wildlife & Fisheries Building

*Substitute
motion for
Spotted Seatrout*

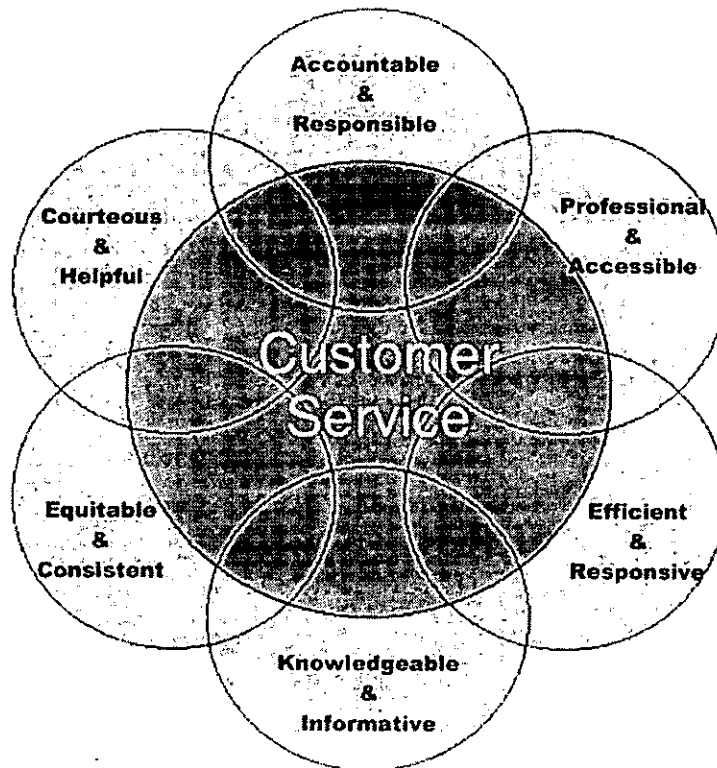
		Attended	Absent
Y	Terry Denmon (Chairman)	<u>✓</u>	___
Y	Lee Felterman	<u>✓</u>	___
N	Bill Busbice	<u>✓</u>	___
Y	Tom Kelly	<u>✓</u>	___
Y	Wayne Sagera	<u>✓</u>	___
Y	Jerry Stone	<u>✓</u>	___
N	Henry Mouton	<u>✓</u>	___

Mr. Chairman:

There are 7 Commissioners in attendance and we have a quorum.
Secretary Jenkins is also present.

AGENDA
LOUISIANA WILDLIFE AND FISHERIES COMMISSION
BATON ROUGE, LA
December 4, 2003
10:00 AM

- ✓1. Roll Call
- ✓2. Approval of Minutes of November 6, 2003
- ✓3. Commission Special Announcements
- ✓4. Employee Recognition Awards Presentation - Jim Patton
- ✓5. Presentation to Dwight Brasseaux, Fur & Refuge Division,
for Service to State - Greg Linscombe
- ✓6. Customer Service Report - Jim Patton
- ✓7. Enforcement & Aviation Reports/November - Keith LaCaze
- ✓8. Declaration of Emergency and Notice of Intent - Spotted
Seatrout Regulations - Recreational Size and Bag Limit - Calcasieu
Lake, Sabine Lake and Surrounding Area - Henry Mouton
- ✓9. Resolution and Declaration of Emergency - Possible
Extension of Red Snapper Commercial Season - Randy Pausina
- ✓10. Declaration of Emergency - Little Lake Designated
Temporary Natural Reef - Patrick Banks
- ✓11. Assessment of Penalty Against J.P. & Sons, LLC and Kass
Brothers, Inc. For Dredging Fill Sand and Fill Material Without a
Permit - Fred Whitrock
- ✓12. Election of Chairman and Vice-Chairman
- ✓13. Set April 2004 Meeting Date
- ✓14. Public Comments
15. Adjournment



**LOUISIANA DEPARTMENT OF
WILDLIFE AND FISHERIES**

**CUSTOMER SERVICE PLAN &
CUSTOMER SERVICE EMPLOYEE ACTION PLAN
2004**

A Commitment to Service through Wildlife & Fisheries Management

A Product of the Customer Service Committee
Submitted to the Louisiana Division of Administration

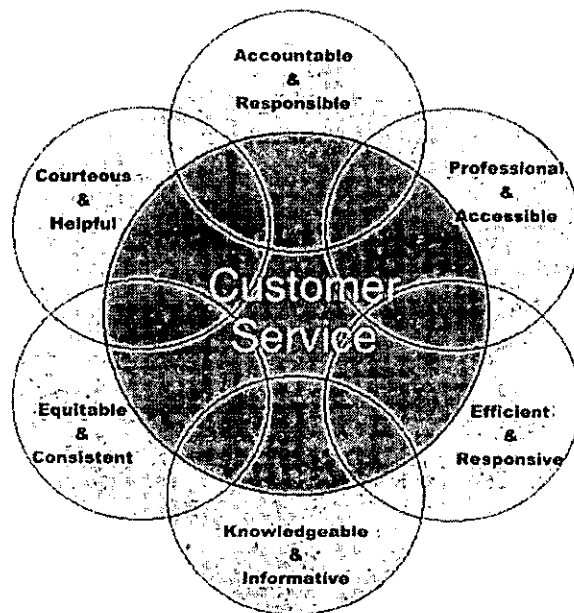
Written by the Louisiana Department of Wildlife and Fisheries
Socioeconomic Research and Development Section

October, 2003

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Acknowledgements

This report is the product of the labors and contributions of the Louisiana Department of Wildlife and Fisheries Customer Service Committee: Ms. Shannon Anderson, Captain Joseph Broussard, Ms. Judy Breutting, Messrs. Vince Cefalu and Paul Cook, Ms. Nema Davis, Mr. Wayne Huston, Dr. Jack C. Isaacs, Ms. Janis Landry, Mr. Emile LeBlanc, Ms. Midori Melancon, Mr. Richard Moses, Ms. Debbie Sander, Mr. David Soileau, Major Brian Spillman, and Mr. Andrew Thomas. Gratitude is extended to Mr. James Patton, Undersecretary and the chairman of the committee, and to Mr. David Lavergne, economist administrator and adviser to the committee.

For hours of service spent in administering surveys at the 2002 National Hunting and Fishing Day survey and the 2003 Lamar Dixon Sportsman's Paradise Hunting and Fishing Exposition, Ms. Rhonda Chapman, Mr. Orson Chi, Dr. Yeong-Nain Chi, Ms. Angela Dowdy, Ms. Chassidy DuPont, Ms. Donna Gillespie, Mr. Herb Holloway, Dr. Jorge Icabalceta, Ms. Wynette Kees, Ms. T LaCour, Ms. Midori Melancon, Mr. ReNauldo Porch, and Mr. Chad Whatley are owed a debt of thanks. For their assistance in compiling the data from these surveys, the Committee thanks three student workers, Ms. Chassidy DuPont, Mr. ReNauldo Porch, and Mr. Chad Whatley. Finally, for guiding the Customer Service Program for the first years of its existence and for writing its reports, plans, and assessments, special thanks are directed to Mr. Steven J. Welch, economic research analyst, formerly of the Department's Socioeconomic Research and Development Section.

Cost Statement

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The Louisiana Department of Wildlife and Fisheries follows a non-discriminatory policy in programs and employment.

**The Louisiana Department of Wildlife and Fisheries
Customer Service Plan
and
Customer Service Employee Action Plan, 2004**

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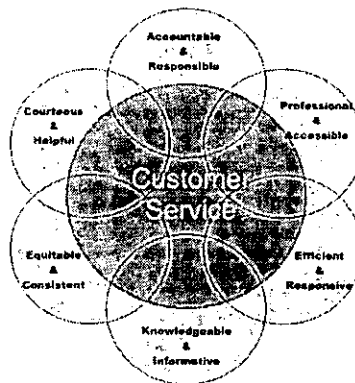
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**LOUISIANA DEPARTMENT OF
WILDLIFE AND FISHERIES**

**CUSTOMER SERVICE PLAN &
CUSTOMER SERVICE EMPLOYEE ACTION PLAN
2004**



A Product of the Customer Service Committee
Submitted to the Louisiana Division of Administration

Written by the Louisiana Department of Wildlife and Fisheries
Socioeconomic Research and Development Section

October, 2003

LOUISIANA DEPARTMENT OF WILDLIFE AND FISHERIES CUSTOMER SERVICE PLAN, 2004

Introduction

The Louisiana Department of Wildlife and Fisheries has long sought to enhance the enjoyment of the state's fish and wildlife resources. The concept of customer service is encapsulated in the Department's mission statement (Box 1) which outlines its commitment to protecting and managing these valuable assets for "the benefit of current and future generations."

The Department's customers come from many different places with different goals and backgrounds. They include traditional recreational user groups like anglers, hunters, and boaters. There are birdwatchers, hikers, and wildlife photographers. They number many men and women who depend directly upon the state's bountiful resources for their livelihoods: charter boat captains, commercial fishers, and seafood processors, dealers, and retailers. Landowners, lessors of private water bottoms, educators, students, and other members of the wider public are also part of the Department's customer base.

After decades of dedication to serving and satisfying the public, the Department formalized its efforts by creating the Customer Service Committee in 1998, pursuant to Governor Foster's Executive Order Number MJF 97-39 (Appendix). This Committee, composed of experienced and insightful employees throughout the agency, discusses ideas and methods for enhancing quality customer service within the Department. It conducts regular analyses of customer service performance and publishes an annual *Cust-*

Box 1

The Mission of the Louisiana Department of Wildlife and Fisheries

The mission of the Louisiana Department of Wildlife and Fisheries is:

- to manage, conserve, and promote the wise utilization of Louisiana's renewable fish and wildlife resources and their supporting habitats through replenishment, protection, enhancement, research, development and education for the benefit of current and future generations;
- to provide opportunities for knowledge of and use and enjoyment of these resources; and
- to provide for a safe environment for users of these resources.

omer Service Assessment Report. It also prepares this Customer Service Plan as a cooperative and coordinated project involving all levels of staff from all the Offices and administrative units throughout the Department.

The goal of the Louisiana Department of Wildlife and Fisheries Customer Service Plan is to help the Department serve its customers more completely. Its aim is to enhance the delivery of effective, efficient, and responsive customer service of the highest caliber through a five-step plan (Box 2).

This Plan will call on the Department to identify key services, to set standards for expected service standards, and to display these standards prominently. The Customer Service Committee will seek ways to listen to the customers and to assess the quality of service they receive. It will seek new ways to improve the quality of service the Department extends to the public and train its employees in meeting the customers' expectations.

Box 2.

The Goals of the Customer Service Plan

- Identify key customer services
- Display prominently the minimum expected customer service standards
- Seek input from customers and employees to identify possible changes to meet customers' needs and expectations
- Find new ways to provide better overall customer satisfaction
- Provide customer service training for employees

Identifying Key Customer Services

The Department's key customer services have been outlined in its mission statement and implemented through decades of practice. The myriad activities that the Department performs on the public's behalf may be placed in four major categories (Table 1): natural resource management; enforcement and safety; public access; and education and information.

Table 1. Key Customer Services

Natural Resource Management
Conserving, promoting, and protecting resources Replenishing, enhancing, and strengthening resources Researching methods to improve resource management Authorizing the use of resource (i.e., through license and permits issuance)
Enforcement and Public Safety
Registering and inspecting water craft Compliance patrols and inspection Investigating accidents and thefts Business audits, inspections, and investigations Search and rescue operations
Public Access
Making resources available Technical assistance Responding to inquiries
Education and Information
Educational programs Information dissemination (e.g., maps, pamphlets, and magazines) Promoting safe enjoyment of the outdoors Publicizing Department employment opportunities

Customer Service Standards

For any plan to work, it must have a standard, a set of ideals and expectations against which it can form its goals and priorities. The Minimum Expected Customer Service Standards (Box 3) create the “yardsticks” that the Department will use to determine if its performance “measures up” to its established norms for customer service. These Standards were set by the Customer Service Committee but they were ultimately determined by the customers whose expectations the Department aims to meet. The customers form their expectation based in their own prior experiences with private and public institutions as well as their own personal beliefs about acceptable treatment and behavior. It is the Department’s role to comply with the customer’s needs.

Customers expect to be treated courteously, fairly, and promptly. They want answers to their questions that are free of unintelligible jargon, bureaucratic gobbledygook, legalistic bombast, and meaningless acronyms. They would like a variety

Box 3**Minimum Customer Service Standards**

- We will always treat our customers with courtesy and respect.
- We will provide our customers with information that is current and accurate. If unsure, our staff will find a more knowledgeable person to assist.
- We will work continually to streamline and improve our services.
- We will make every effort to communicate with our customers in a clear, understandable manner.
- We will maintain a neat appearance and a positive attitude.
- We will respond promptly to all inquiries, requests, suggestions and complaints. Every effort will be made to provide a complete and accurate response.
- We will provide fair and consistent treatment to all customers.
- We will encourage feedback and actively listen to our customers so that we may better understand their motivations and how to best provide products, services and information.

of products and services, made readily available in a safe, clean, and pleasant environment. In short, the Department's customers want what customers of any business or organization want: to be treated decently and respectfully.

Every employee knows that every customer deserves to be treated with dignity and respect. The bustle of the workaday world can obscure this fact which is why the Customer Service Standards should be posted in a prominent place in every office as a reminder to every employee that he or she should provide the same level of service that he or she would expect to receive as a customer in another establishment.

Soliciting Information from Customers and Employees

Having established the standards for quality customer service, the Department must then take regular measurements to see if it is meeting its goal or falling behind. The

best way to do so is to contact the customers and employees and allow them the opportunity to tell the Agency whether or not it attains these standards.

Contact with Customers

Regular contact with customers is obtained through telephone calls, personal visits, at monthly Commission meetings, and other periodic public meetings held throughout the state. These informal interactions with customers do not always leave a documented record that may be analyzed systematically. More structured interactions occur through two permanent instruments, the customer comment and suggestion card and the internet comment card, and occasional surveys at special events.

The customer service comment and suggestion card is an 8-inch by 5.75-inch placard with 4 open-ended questions, 9 multiple-choice questions, and room to write comments and optional personal information such as name and address. It is available at 20 Wildlife and Fisheries facilities throughout the state (Box 4). These forms may be mailed directly to the Customer Service representative in Baton Rouge but are most frequently deposited into secure drop boxes at the locations where the boxes are posted.

Box 4

Customer Comment and Suggestion Card Box Locations

A. Baton Rouge Headquarters

Main Lobby

B. District Offices

(1) Minden (2) Monroe (3) Alexandria/Pineville (4) Ferriday (5) Lake Charles
(6) Opelousas (7) Baton Rouge Annex (8) New Orleans (9) Thibodaux

C. Marine Fisheries Facilities

(1) Bourg (2) Slidell

D. Inland Fisheries Facilities

(1) New Iberia (2) LaComb Fish Hatchery

E. Fur and Refuge Facilities

(1) Rockefeller Wildlife Refuge

F. Wildlife Facilities

(1) Dewey Hills Wildlife Management Area (WMA) (2) Sherburne WMA
(3) Woodworth Firing Range

G. Education Facilities

(1) Waddill WMA (2) Booker-Fowler Fish Hatchery

The internet comment card is available on the Department's web site. It contains 12 items plus room for comments and suggestions and optional personal information such as name, address, telephone number, and e-mail address.

The Customer Service Program received 43 completed customer service comment and suggestion cards in 2003 and 2002. While the Customer Service program would like to see a larger number of completed cards, it does not have any specific goal regarding the number of cards expected in 2004.

The Customer Service Program received 123 completed internet comment cards in 2003, down from 174 in 2002. The Customer Service Committee in 2004 will examine ways to encourage more people to use the internet comment card, including, perhaps, amending certain form items that have a high non-response rate.

Occasional surveys may be conducted at special events sponsored by the Department, such as the National Hunting and Fishing Day Event or the Lamar Dixon Sportsman's Paradise Hunting and Fishing Expo. The questionnaire is usually designed or adapted for the specific event. As of this writing, there are no plans for a special event survey in 2004.

Contact with Employees

Employees¹ who deal directly with the public are an invaluable source of ideas on improving the efficiency and quality of service. These may originate with the employees themselves or through the customers they serve. The Customer Service Program tries to construct mechanisms for the collection and distribution of these ideas and suggestions from the Department's employees.

These mechanisms may be structured or unstructured, permanent or periodic. Unstructured mechanisms include employees' informal discussions with coworkers and supervisors, staff meetings, and periodic review meetings. These may be effective though they may not produce a documented record that may be analyzed formally.

Structured mechanisms typically leave documentation. These may be permanent, like the employee comment card available on the Department's intranet site. They may be periodic, such as a special survey of employees.

¹ Those who also work for the Department on a voluntary basis –not just those on the payroll – may also provide valuable insight.

The Customer Service Program received 3 employee comment cards in 2003. The Customer Service Committee will examine methods to encourage more employees to submit employee comment cards in the coming year.

There was one Department-wide survey of employees in 2003, soliciting their views of the Human Resources Section. This effort received 234 responses from employees and produced valuable information about perceptions of that section and the essential services that it provides.

The Human Resources Section Survey also included one section of three questions pertaining to the Customer Service Program and the Department's efforts to improve the quality of service. The results of this section of the survey are contained within another report, *The Louisiana Department of Wildlife and Fisheries Human Resources Section Survey: An Assessment* (forthcoming).

The Customer Service Committee will design and implement a survey regarding the Information Technology Section in 2004. This will present insight into the operation and perception of this important Section within the Department.

Setting and Revising Customer Service Standards

Customer and employee input provide a solid basis for setting and revising Customer Service Standards. In an effort not only to maintain, but improve the quality of customer service at the Department, these Customer Service Standards are published, posted and tracked. Customer satisfaction may be used as a primary criterion when judging the performance of an office, division or section and when judging the effectiveness of management. It may also be used as a tool when making resource allocation decisions.

Addressing and Tracking Customer Comments

Employees should always try to address customer comments, positive or negative, in a clear, courteous and easy to understand manner and be fully responsive to customer concerns and needs regarding the Department's services. If an employee is unable to respond fully to a customer's situation, he or she will direct the customer to the appropriate party for a more complete resolution.

Customers' comments may take many forms or types: praise, criticism, demand, question, petition, or recommendation. The Customer Service Program classifies every comment it receives as a complaint², compliment, request, suggestion, or "other" comment. The Customer Service presents the count of the various comment types in its annual *Customer Service Assessment Report*.

Once a comment is received and recorded (categorized by type) by the customer service representative, it is distributed to the appropriate contact person within the Office, Section, or Program to which it relates. If a comment has merit, the administrator or supervisor-in-charge will discuss the topic with staff to determine ways to maintain the high standard of performance (for compliments), implement the suggested change (for suggestions), or improve service in the future (for complaints).

The customer service representative will later contact the person to whom each comment was sent, asking whether the comment had merit and what response he or she took. An account of comment follow-ups will be included in the annual *Assessment Report*.

Overall Satisfaction

The *Customer Service Assessment Report* will provide a measure of overall customer satisfaction for the Department of Wildlife and Fisheries. It will also quantify the number of comments that satisfy customers' expectations for seven elements of customer service: courtesy, attentiveness, clearness, timeliness, and neatness; the degree of knowledge of Department staff; and the ability to satisfy. It will suggest ways to improve customer service.

Dissemination of Customer Service Information

The Customer Service Program will attain its goal of improving the quality of service only if the employees responsible for bringing service to the public are aware of

² The Department recognizes that not all customer complaints may be satisfied or rectified. Some customers' dissatisfaction may relate to rules or restrictions that place limits on an individual's actions for the protection of natural resources and the promotion of the public good. Other complaints may emanate from sources beyond the Department's jurisdiction or authority as with state laws or federal regulations or policies.

its plans and efforts. The Customer Service Committee must be diligent in “getting the word out,” in sharing its findings with others within the Agency.

The Customer Service Committee makes available to all employees copies of its reports, including *The Customer Service Assessment*, *The Customer Service Plan and Employee Action Plan*, and other survey reports. Printed reports may be sent to various Department administrators and mailed to all field offices. Additional copies are kept in the Socioeconomics Research and Development Section’s office for anybody who requests one.

A summary of the *Assessment Report* and *Customer Service Plan* is distributed to all new employees during the monthly orientation sessions. Copies of the full report are displayed on these occasions, available to anybody who may prefer the complete text.

The Committee incorporates customer service information into another widely distributed document that it produces, *The Louisiana Department of Wildlife and Fisheries Telephone Directory*. This annually updated resource contains telephone numbers for the Department’s employees and field offices and lists contact information by topic and region. It prominently displays the Customer Service Committee’s logo on the front and the Department’s Customer Service Standards on the back.

Of course, the need to distribute information extends beyond the Department’s workforce to its customers. The Committee makes available copies of its *Assessment Report* available on the Department’s website. The Committee may also promote the importance of the Customer Service Program at special public events, such as the National Hunting and Fishing Day Event and the Lamar Dixon Sportsman’s Paradise Hunting and Fishing Exposition.

The Customer Service Committee presents an annual report of its efforts, findings, and progress to the Wildlife and Fisheries Commission. The report, in accordance with the executive order, is also distributed to the Governor and the Department of Administration.

Assistance by Other Offices in Disseminating Information

Many Offices within the Department assist the Committee in disseminating information. Every field office, for example, that displays a customer comment and suggestion card drop box is doing its bit in promoting the Customer Service Program.

The Human Resources Section cooperates with the Committee by including a section on the Customer Service Program into its new employee orientation. Human Resources Section personnel also distribute information to all employees about customer service training classes available through the state's Comprehensive Public Training Program (CPTP).

Information Section provides assistance and support in developing, producing and distributing information to customers using various printed, video, audio and personal communication methods. In 2003, the Information Section published an article describing the results of the 2002 Lamar Dixon Sportsman's Paradise Hunting and Fishing Exposition survey in its magazine, the *Louisiana Conservationist* (May/June, 2003, pp. 26 – 27). The Customer Service Committee will discuss placing similar pieces in future editions of the *Conservationist* or the Department's newsletter.

The Computer or Information Technology Section provides invaluable service in disseminating information regarding the Customer Service Program. This Section maintains the intranet, for use by employees and the website, for use by the public. The Department's home page contains a link to the Customer Service Page which includes a description of the Program, the *Customer Service Assessment Report*, and the internet customer service comment card.

Procedures and Time Line for Reporting Customer Service Results

The Department will maintain a Customer Service Committee headed by the customer service program administrator (the Undersecretary) or his or her designee. The Committee will advise the customer service program administrator regarding the focus and direction of the program. Through the Office of Management and Finance, at the beginning of each calendar year, the Committee will implement an annual customer service assessment program that will elicit information from customers and employees for the *Customer Service Plan & Employee Action Plan* and the *Customer Service Assessment Report*.

Each Office, Division or Section will submit a summary of its customer service activities to the Customer Service Committee no later than the first day of September of

each year. The Committee will develop, conduct and analyze customer and employee surveys. These surveys will identify the needs and expectations, measure satisfaction levels and solicit comments and suggestions for improving services and operations. The Committee or contractor will compare survey results with other relevant private and public agencies and with baseline information from previous surveys. Information from these surveys and the *Customer Service Assessment Report* will be used in the *Customer Service Plan* to be submitted to the Office of the Governor through the Commissioner of Administration by the first day of November of each year.

LOUISIANA DEPARTMENT OF WILDLIFE AND FISHERIES CUSTOMER SERVICE EMPLOYEE ACTION PLAN 2004

Introduction

The Department of Wildlife and Fisheries realizes that good customer service begins with trained, dedicated, and capable employees. With an eye toward developing the Agency's workforce and enhancing the customers' enjoyment of its service, the Customer Service Committee has created the *Customer Service Employee Action Plan*.

The *Employee Action Plan* (Box 5) will identify customer service-oriented training opportunities and provide access to the appropriate resources and programs. It will maintain and promote opportunities by which employees might communicate their suggestions and expectations, including the employee comment card available on the Department's internal website. It will collect and study employees' suggestions for improving and putting into action the Department's *Customer Service Plan*.

The Department intends to conduct periodic employee surveys. By collecting and disseminating information through the Department's internal web page and electronic mail system, the Department aims to enhance customer service and promote an atmosphere that is conducive to accomplishing the goal of its Customer Service Plan.

Box 5

Customer Service Employee Action Plan, 2003

- Identify essential training needs and tools that will provide the desired level of customer service;
- Provide employees with access to available customer service training resources, programs and essential tools related to implementing customer service standards;
- Collect and analyze employee expectations, needs and suggestions for attaining, improving and implementing the Department's Customer Service Plan.
- Establish an Employee Comment form that may be printed from the Department's internal web site and submitted anonymously.

Employee Customer Service Training

Employees will be given access to classes and other training methods that will help them to serve the Department's customers better. These are essential to providing employees with the knowledge required to implement the Department's Customer Service Plan effectively (Box 6).

Customer Service training begins with new employee orientation for most employees or with cadet training for Enforcement agents. Training opportunities are available for employees throughout their tenure through internal training programs (like the telephone etiquette course) or external sources like the state's Comprehensive Public Training Program (CPTP).

Box 6

Employee Customer Service Training Opportunities

- Training resources and classes through the CPTP, the Office of Telecommunications Management and other public and private entities.
- In-house training programs
 - Customer service presentation as a part of new employee orientation
 - Other presentations on a voluntary basis.
- Optional courses for "front-line" employees that develop skills needed in dealing with the public
 - Active listening skills
 - Techniques in managing difficult people with whom they come in contact.
- A telephone etiquette training course (for appropriate staff) that teaches skills on how to properly handle customers by telephone.
- Optional courses for supervisors and managers in conflict resolution, customer service training and in conducting on-the-job training. Training materials will be made available to field facilities.
- Continuing customer service training as part of Cadet's 21-week training regimen at the Enforcement Division's Training Academy.
- On-the-job training as part of the initial orientation of new employees of other divisions and sections.

A list of the CPTP courses offered to state employees can be found on the CPTP Internet home page (<http://www.state.la.us/cptp/cptp.htm>) or by contacting the Department's Human Resources Section. These instructional courses are designed to increase the employee's level of knowledge and confidence when interacting with the Department's customers. This will help the employee to make more informed decisions when dealing with both foreseen and unforeseen situations. All CPTP training courses are provided to departmental employees at no charge. They will be available during working hours and scheduled in coordination with the employee's supervisor and CPTP's schedule.

The Department will offer customer service training opportunities to its employees. Instructional materials on proper telephone practices and the use of electronic mail systems are available for all employees.

Employee Ideas for Customer Service

The most recent survey of employees for ideas regarding the effective delivery of customer service was in 2002-2003, a survey of employees regarding the Human Resources Section. A detailed list of ideas generated by this survey can be found in *The Louisiana Department of Wildlife and Fisheries Human Resources Section Survey: An Assessment* (forthcoming).

The success of the Human Resources Section Survey in portraying the employee perceptions of the section and in generating a positive response by the Human Resources staff encourage the Customer Service Committee to implement similar assessment survey about other sections. In 2004, the Committee plans to design and administer a survey regarding the Information Technology Section.

Employees as Customers

Customer service at the Department has traditionally focused primarily upon its external customers. However, the Department recognizes that, to provide the highest quality customer service, it must look beyond the scope of the traditional definition of a customer. In this light, the Department recognizes that many of its employees, at times,

are also customers of the Department. Often, departmental personnel rely on the services and assistance of employees in other divisions and sections, effectively making them customers of those divisions and sections.

Improving intradepartmental customer service will foster an atmosphere that promotes better relationships between units of the Department, better morale within the Department, and ultimately, better customer service to our external customers.

To address these customers of the Department, training is needed to provide each employee with an awareness of how he or she serves others within the Department. A training video is available specifically for this purpose.

Periodically, surveys may be administered in order to gather information regarding employees' attitudes toward the Department, their customers, and other customer service-related issues. It is felt that it will be beneficial for administrators of the Department to be aware of the feelings and thoughts of the employees on certain issues. Administrators may be able to facilitate cooperation between units of the Department to help create an atmosphere conducive to positive customer relations.

Appendix

EXECUTIVE ORDER MJF 97-39

State Customer Service Standard

WHEREAS: it is the duty of the State of Louisiana to timely deliver government customer services that are of the highest quality and responsive to the public's needs;

WHEREAS: the State of Louisiana intends to achieve higher levels of citizen satisfaction by delivering quality, timely, and responsive government services which meet its customer service obligations;

WHEREAS: to enable the State of Louisiana to meet its goal of providing a superior level of customer service, all levels of state government employees could benefit from a statewide employee customer service training program that identifies customer expectations and assists state government employees in satisfying those expectations;

NOW THEREFORE I, M.J. "MIKE" FOSTER, JR., Governor of the State of Louisiana, by virtue of the authority vested by the Constitution and laws of the State of Louisiana, do hereby order and direct as follows:

SECTION 1: State Customer Service Standard. All departments and agencies in the Executive Branch, State of Louisiana, and all officers and employees thereof (hereafter "state agencies") shall strive to deliver to the individuals and entities they serve effective, efficient, and responsive customer service that is of the highest quality.

SECTION 2: Implementation of Standard. In implementing the state customer service standard, all state agencies that serve the public directly shall perform the following nonexclusive list of duties:

- A. identify all of the services provided by the state agency;
- B. identify the customers who are, and should be, served by the state agency;
- C. determine the service expectations of those customers;
- D. determine the present level of satisfaction those customers have with the services of the state agency;

E. compare the state agency's present customer service performance to the level of customer service presently being delivered to customers by other governmental and/or nongovernmental entities that are models of successful customer service;

F. disseminate customer service information to the public and make available a user-friendly customer service improvement system; and

G. develop an internal structure that effectively addresses customer complaints and prevents future customer service dissatisfaction.

SECTION 3: Support for State Government Employees. Each state agency shall work with its employees to develop a state employee plan that will compliment the state agency's customer service strategy. Each plan shall describe the customer service training resources and programs being provided by the state agency for its employees who are directly serving customers and for the managers of those employees. The plan should identify the types of training resources and programs that would improve the state agency's customer service levels, indicate how those training resources and programs would improve the level of the state agency's customer service, and provide a strategy which indicates how those training resources and programs will be provided. The state employee plan shall also include the following information:

A. a detailed explanation of employee expectations and needs regarding the manner in which the state customer service standard is implemented;

B. a detailed list of employee ideas for improving the level of customer satisfaction and attaining the state customer service standard; and

C. indicate types of customer service training that is necessary to provide employees with the essential tools to deliver goods and services at the level that meets customer service standard.

SECTION 4: Annual Customer Service Plan. Beginning with the fiscal year commencing July 1, 1998, each state agency shall implement an annual customer service plan. The state agency shall develop its initial plan and submit it to the Office of the Governor, through the commissioner of Administration, by November 1, 1998. The state agency shall develop and submit an annual update by November 1 of each successive year.

The state agency's annual customer service plan shall include the state agency's customer service goals for complying with the state customer service standard that is specifically tailored to the particular service provided by the state agency. Each plan shall identify and describe the level of customer service being delivered to customers by relevant, successful governmental or nongovernmental agencies, and present a comparative evaluation of the difference in quality of the customer service provided by the state

agency and by relevant, successful governmental or nongovernmental agencies. If the level of quality of the state agency's customer service is not equivalent to, or better than, the level of the relevant, successful governmental or nongovernmental agency customer service, the state agency shall explain the reason for the disparity in the customer service quality, and the action being taken to rectify the situation.

SECTION 5: Annual Customer Service Assessment. Beginning with December 1998, at the end of every calendar year, each state agency shall implement an annual customer service assessment that elicits from customers and employees information regarding:

A. changes in customer needs and expectations;

B. the level of overall customer satisfaction with the state agency's service; and

C. suggestions for improvement. This information shall be used by the state agency in measuring its overall performance level, the effectiveness of its leadership, and in allocating its resources.

SECTION 6: Miscellaneous Provisions. This Order shall not and does not create any right of action, any cause of action, or any substantive, procedural, or equitable right enforceable by, or in favor of, any person or entity against the State of Louisiana or any department, commission, board, agency, political subdivision, or officer or employee thereof.

All departments, commissions, boards, agencies, and officers of the state, or any political subdivision thereof, are authorized and directed to cooperate with the implementation of the provisions of this Order.

This Order is effective upon signature and shall continue in effect until amended, modified, terminated, or rescinded by the Governor, or terminated by operation of law.

IN WITNESS WHEREOF, I have set my hand officially and caused to be affixed the Great Seal of the State of Louisiana, at the Capitol, in the City of Baton Rouge, on this 23rd of September, 1997.

M.J. "Mike" Foster, Jr.
Governor

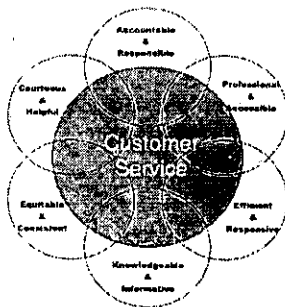
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Secretary of the State



**LOUISIANA
DEPARTMENT
OF
WILDLIFE AND
FISHERIES**



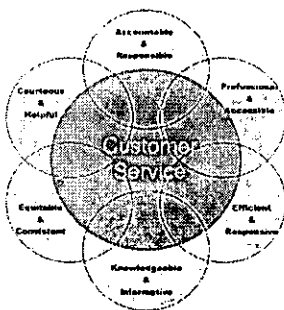
**CUSTOMER SERVICE
ASSESSMENT REPORT
2003**



A Product of the Customer Service Committee
Submitted to the Louisiana Division of Administration
Written by the Louisiana Department of Wildlife and Fisheries
Socioeconomic Research and Development Section
October, 2003

Louisiana Department of Wildlife and Fisheries

Customer Service Assessment Report 2003



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**Department of Wildlife and Fisheries
Customer Service Assessment Report 2003
Summary**

A Product of the Customer Service Committee
Written by the Socioeconomic Research and Development Section
October, 2003

**Department of Wildlife and Fisheries
Customer Service Assessment Report 2003
Summary**

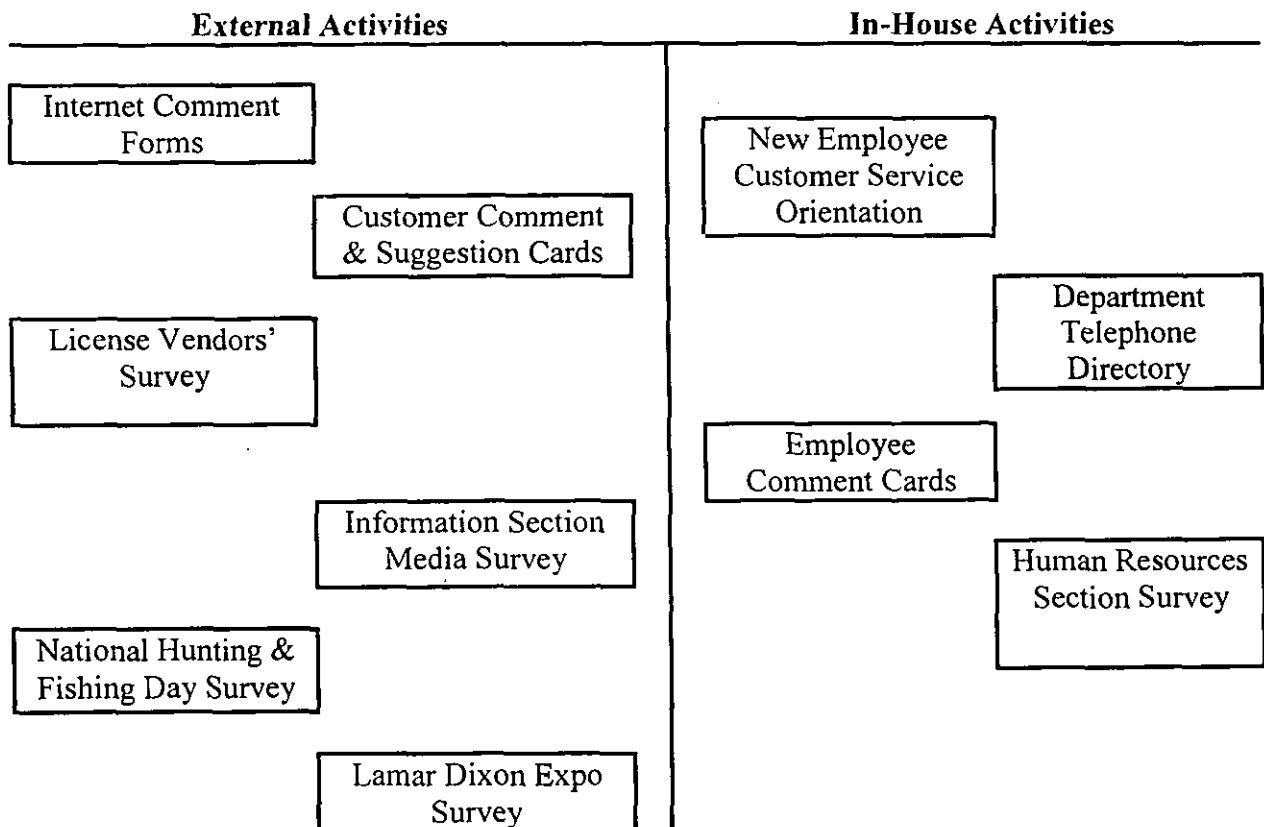
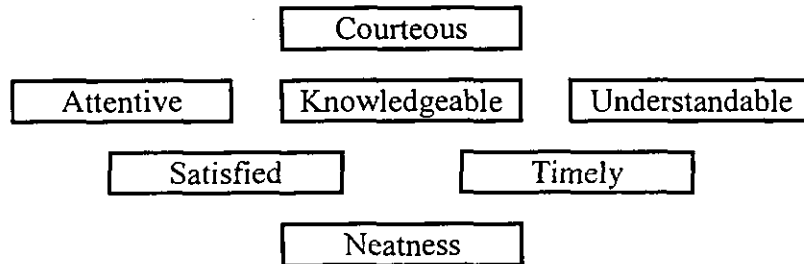
Time Period: September, 2002 – August, 2003

Customer Service Program

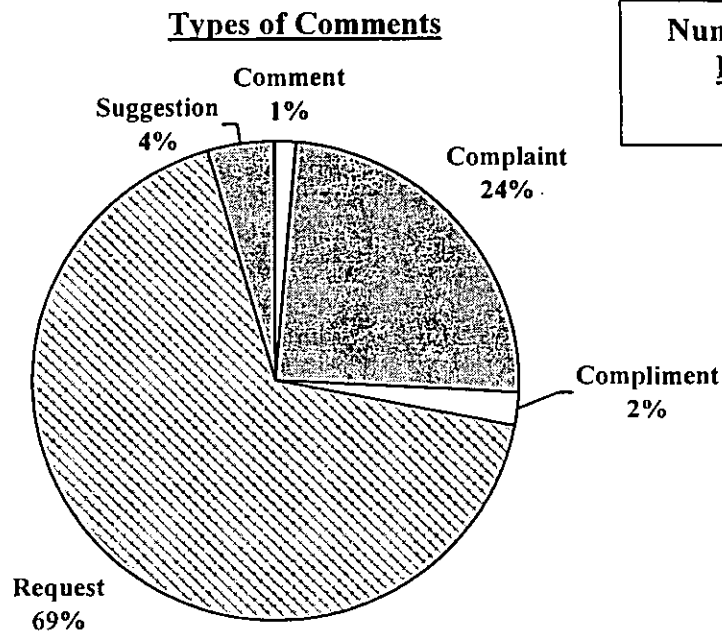
- Established 1997

Purpose: To promote and enhance the implementation of seven key elements of quality customer service

Seven Elements of Customer Service

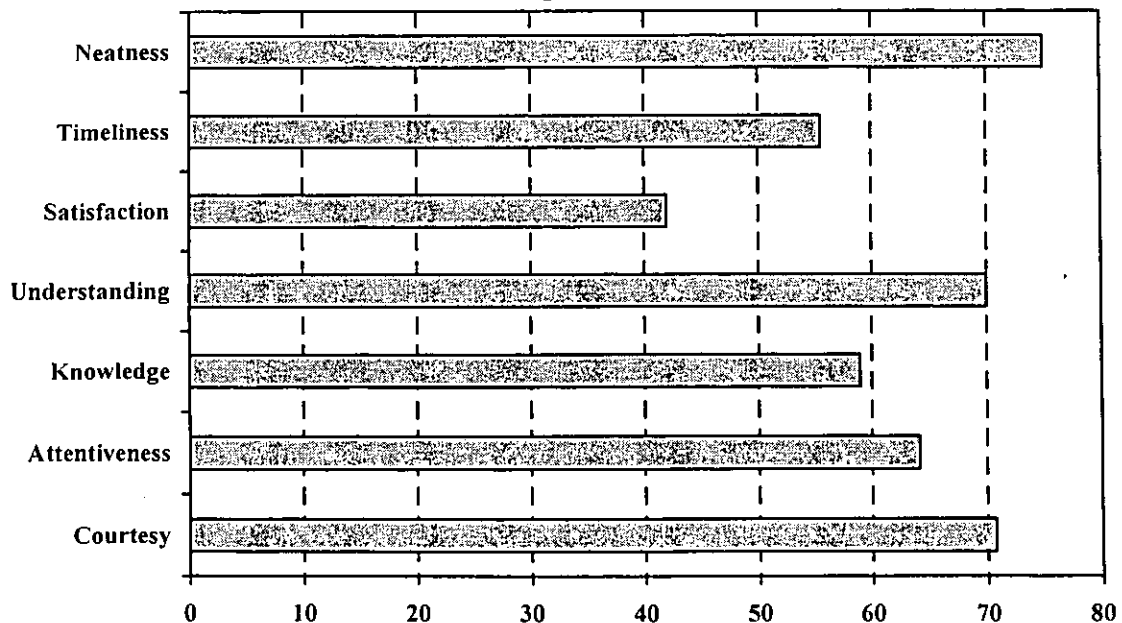


Highlights of the Internet Comment Forms



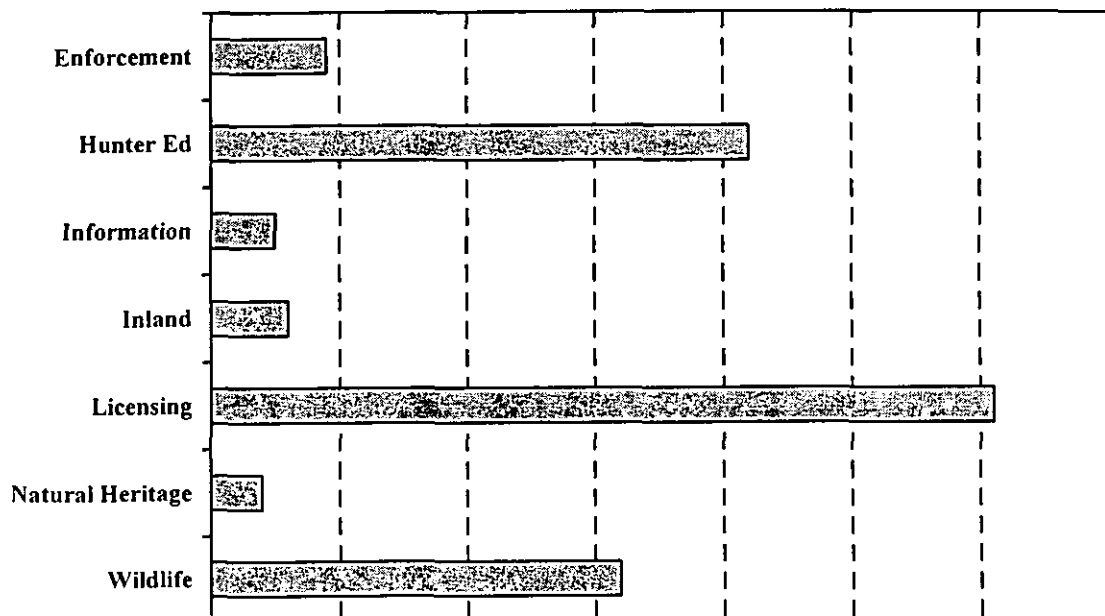
**Number of Internet
Respondents**
123

Percentage of Internet Respondents Who Provided Answers for the Elements of Customer Service Items Who Gave Positive Responses



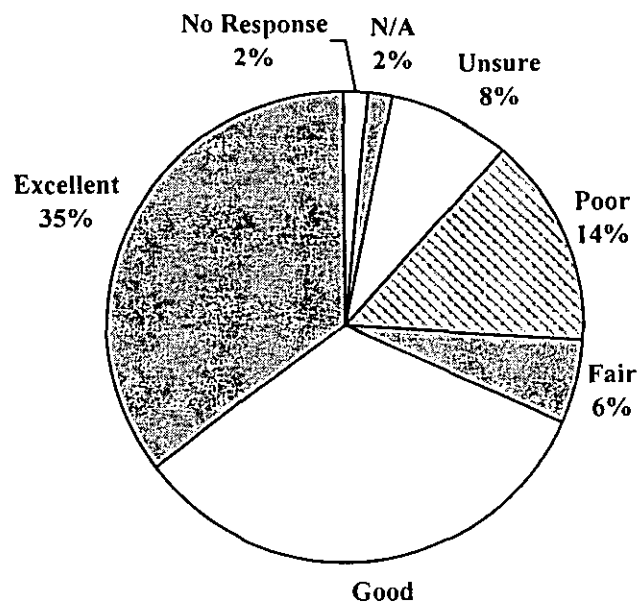
(For Most Items - Nonresponse Rate Exceeded 60%)

Number of Internet Comments Sent to Selected Units

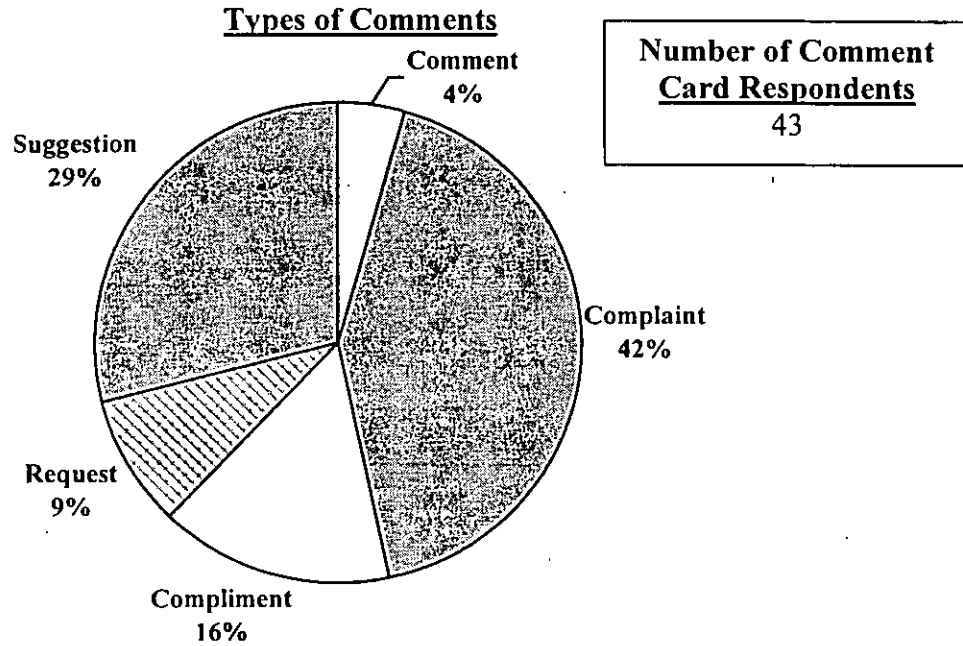


Other Units Receiving Comments: Aquatic Plant, OMF, Computers, Customer Service, Human Resources, & Marine Fisheries

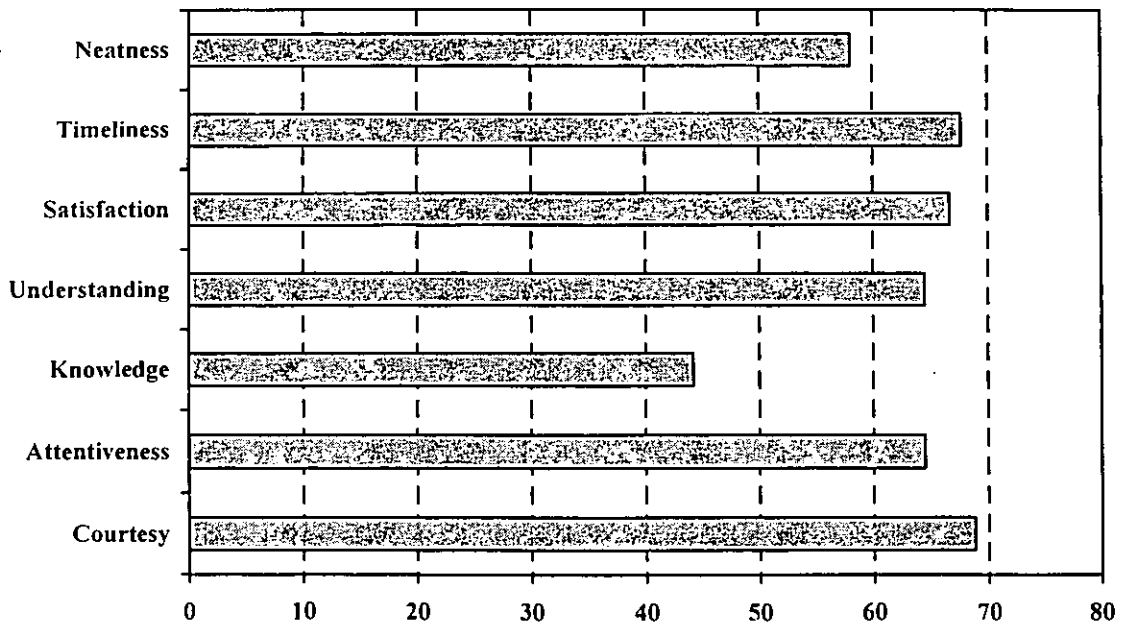
Overall Perception of the Department among Internet Respondents



Highlights of the Customer Comment Cards

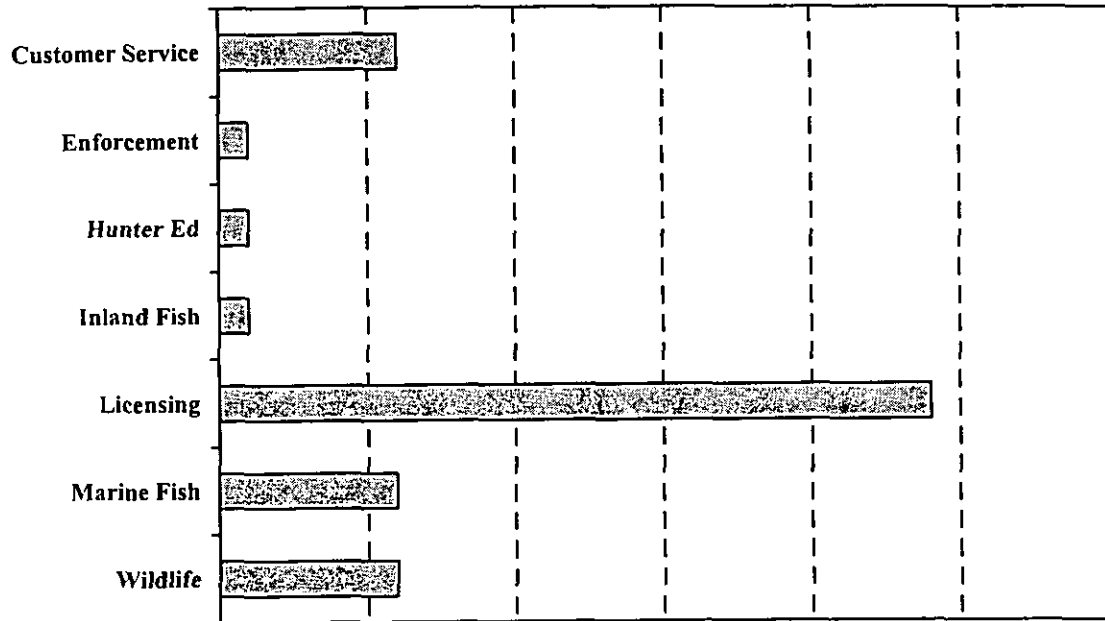


Percentage of Comment Card Respondents Who Provided Answers for the Elements of Customer Service Items Who Gave Positive Responses

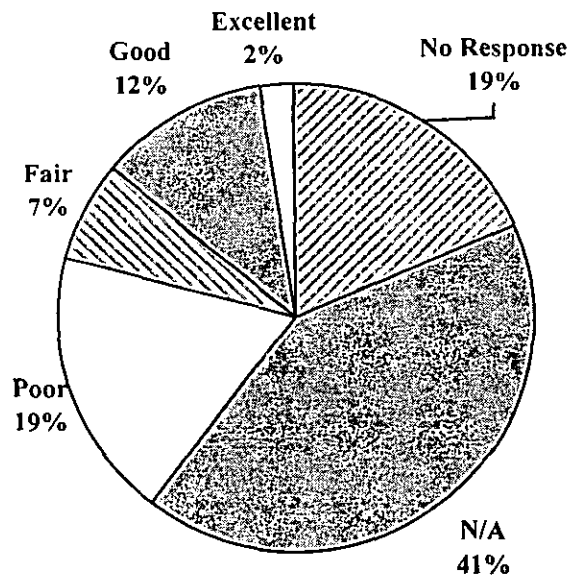


(For Most Items - Nonresponse Rate Exceeded 27%)

Number of Comment Cards Sent to Selected Units

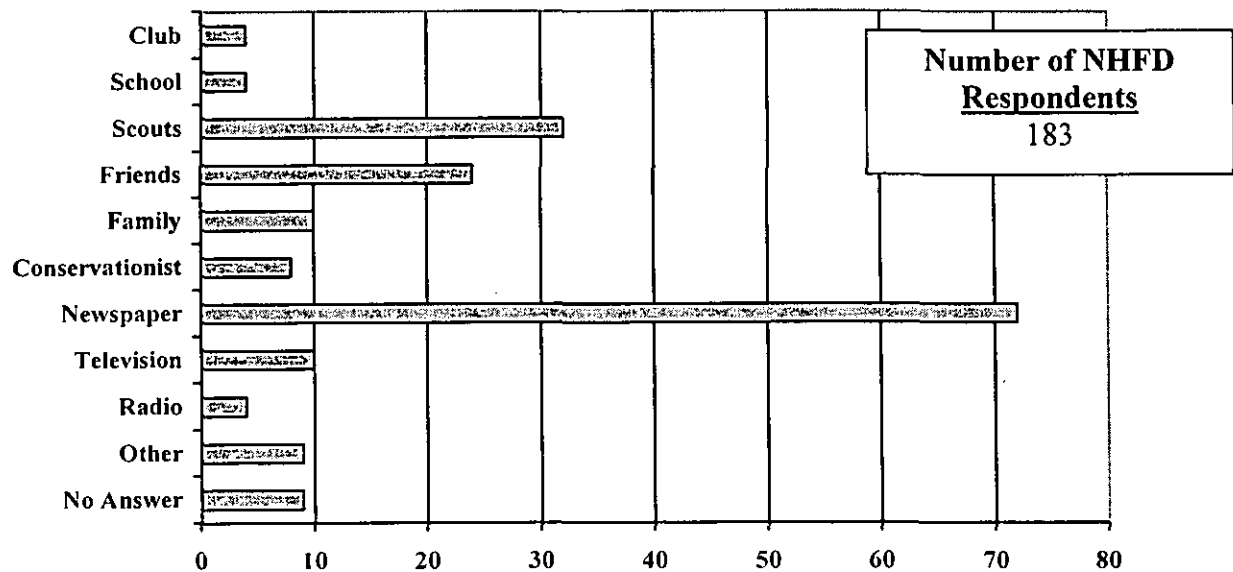


Overall Perception of the Department among Comment Card Respondents

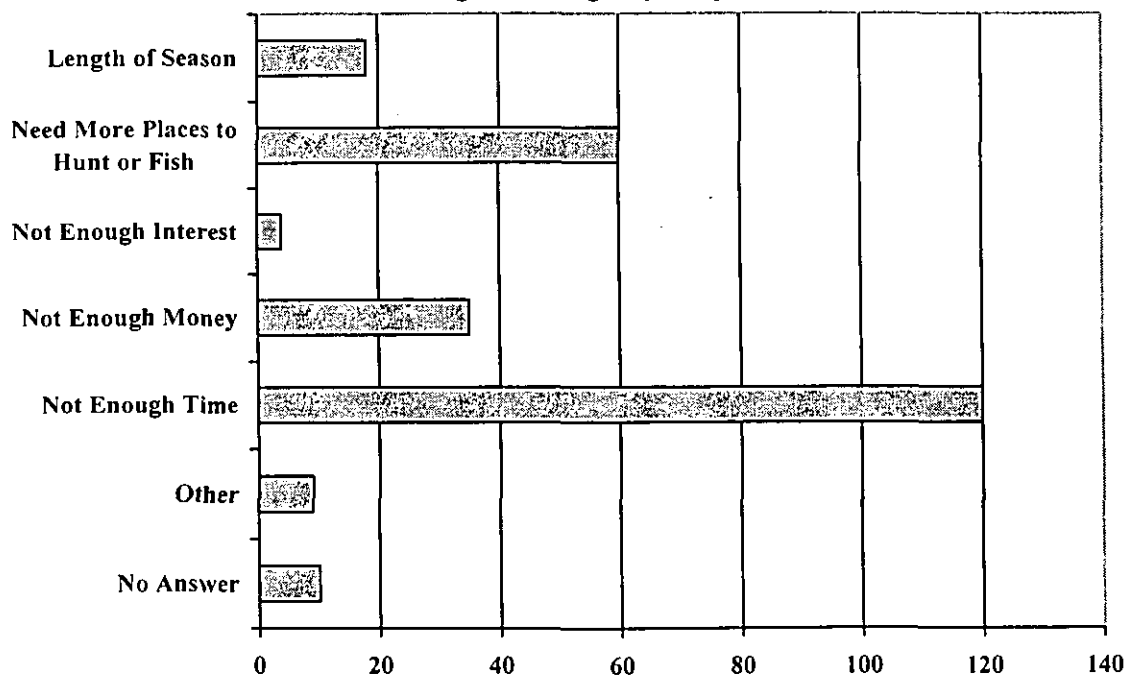


Highlights of the National Hunting and Fishing Day Survey, 2002

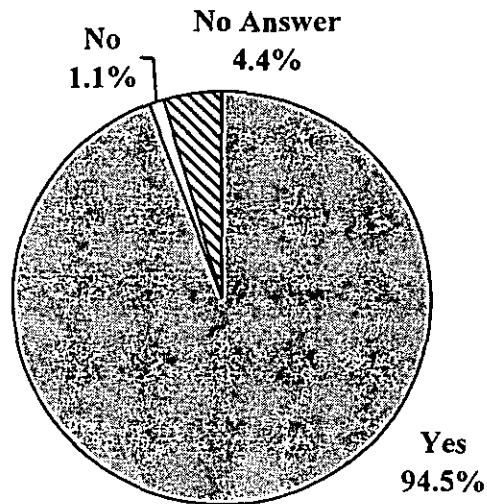
How Respondents Learned about Hunting & Fishing Day, 2002



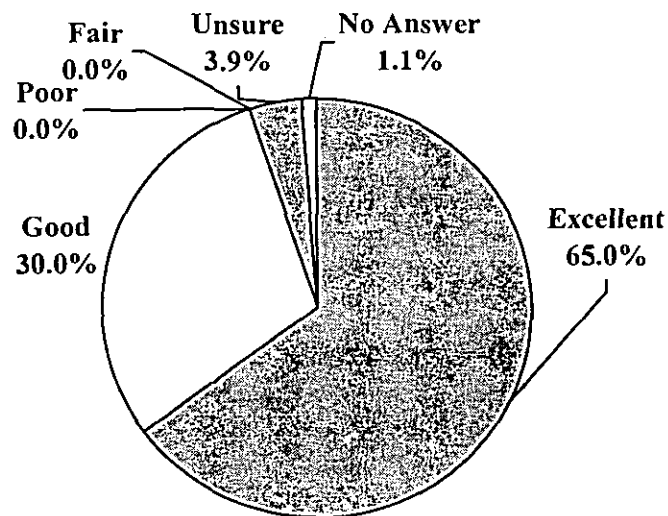
Obstacles to More Participation in Wildlife-Based Recreation according to National Hunting & Fishing Day Respondents, 2002



"Do You Feel the Department is Adequately Fulfilling its Mission?" Answers Provided by National Hunting and Fishing Day Respondents, 2002



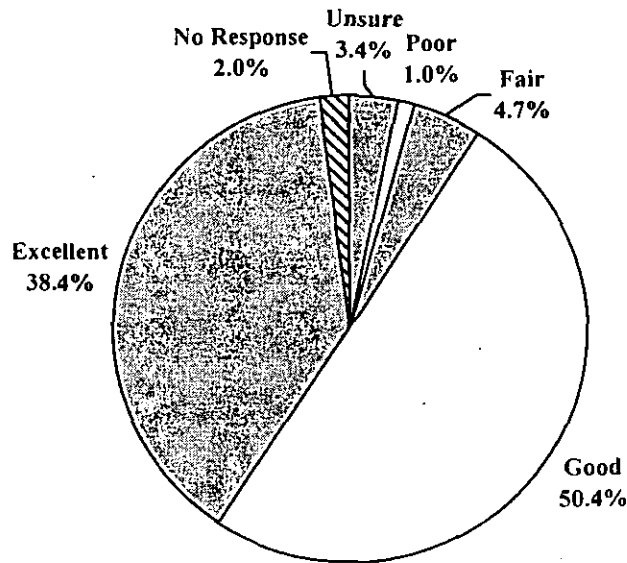
Overall Rating of the Louisiana Department of Wildlife and Fisheries, Answers Provided by National Hunting and Fishing Day Respondents, 2002



57 People Provided Written Responses to the question, "What can the Department do in the Future to Better Fulfill its Mission?"

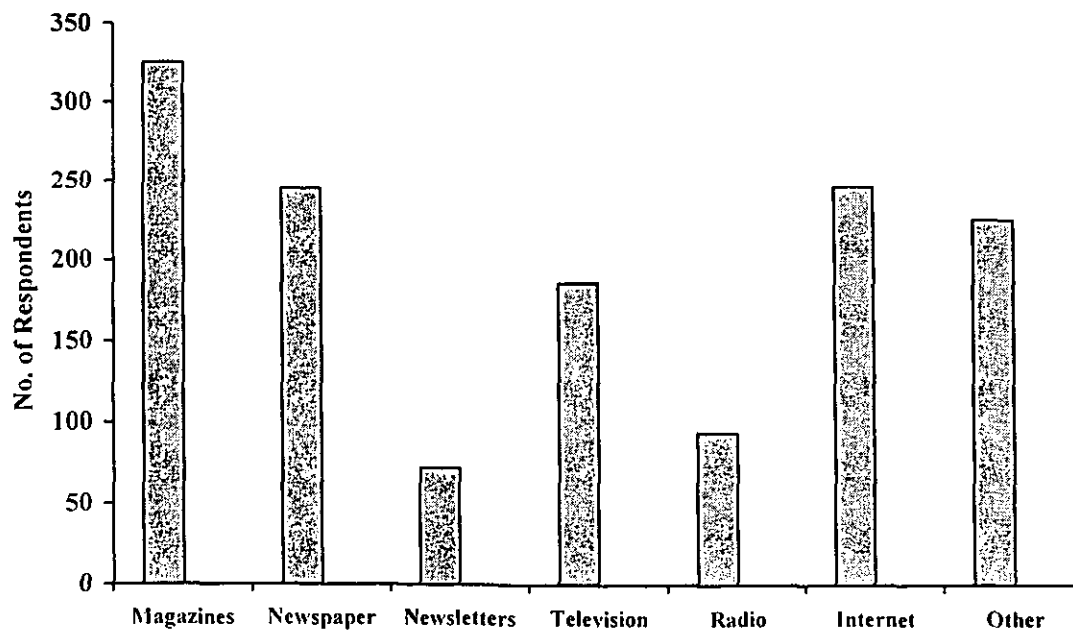
Highlights of the Lamar Dixon Sportsman's Paradise Hunting and Fishing Exposition Survey

**Ratings of the Louisiana Department of Wildlife and Fisheries
According to Expo Respondents, 2003**

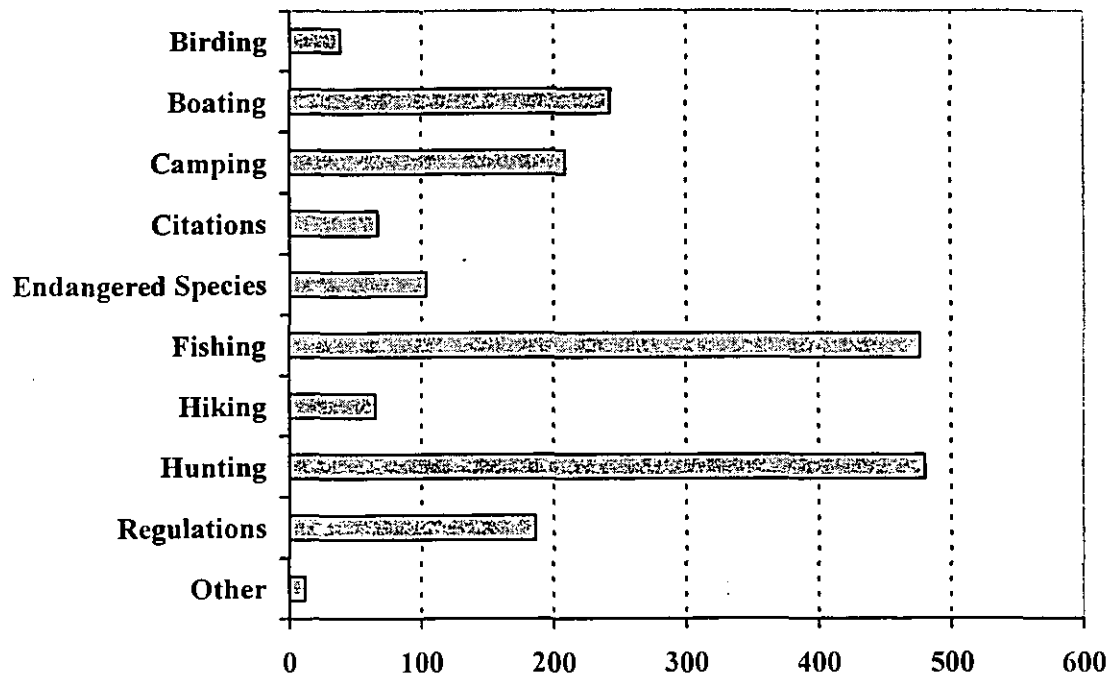


**Number of Expo
Respondents**
593

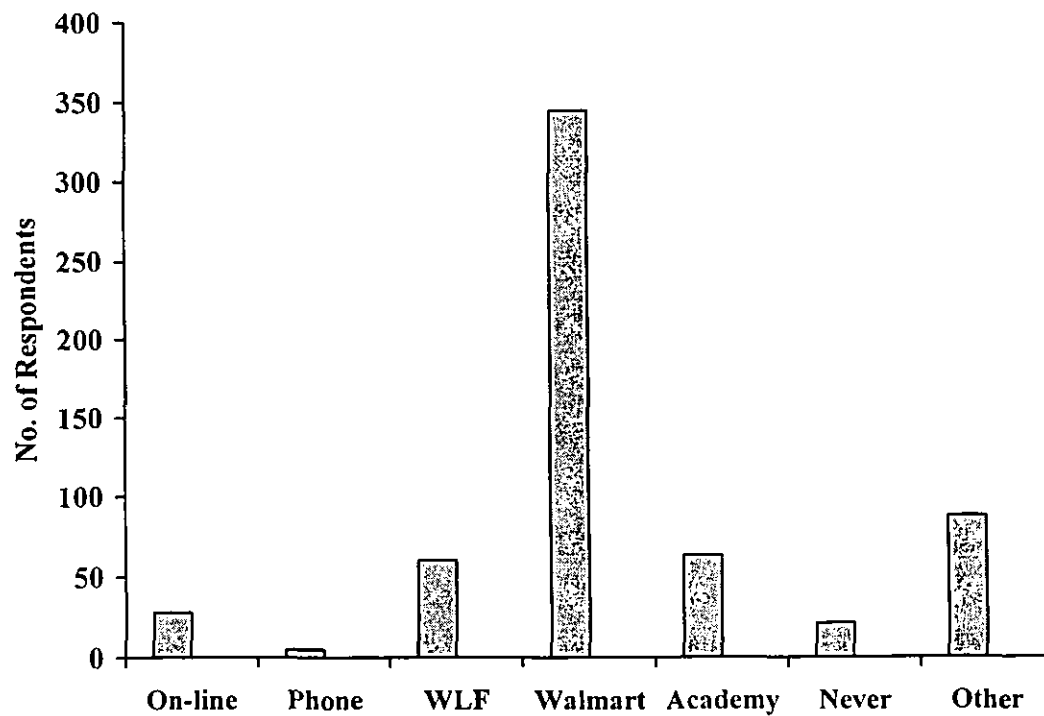
Sources of Information Used by Expo Respondents, 2003



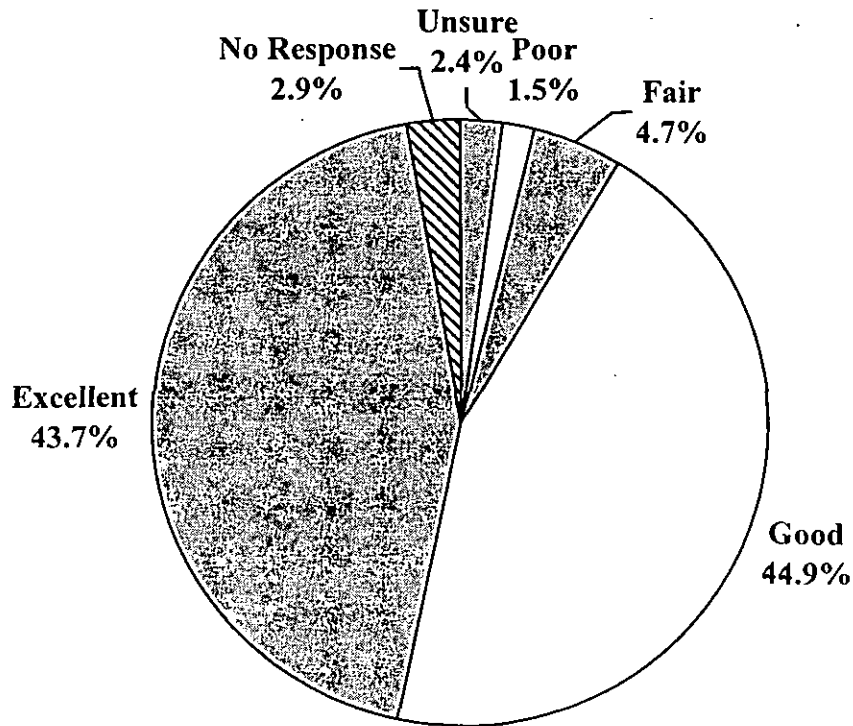
Topics about Which Expo Respondents Like to Read



Site of License Acquisition for Expo Respondents, 2003



**Ratings of the License Acquisition Experience According to
Expo Respondents, 2003**



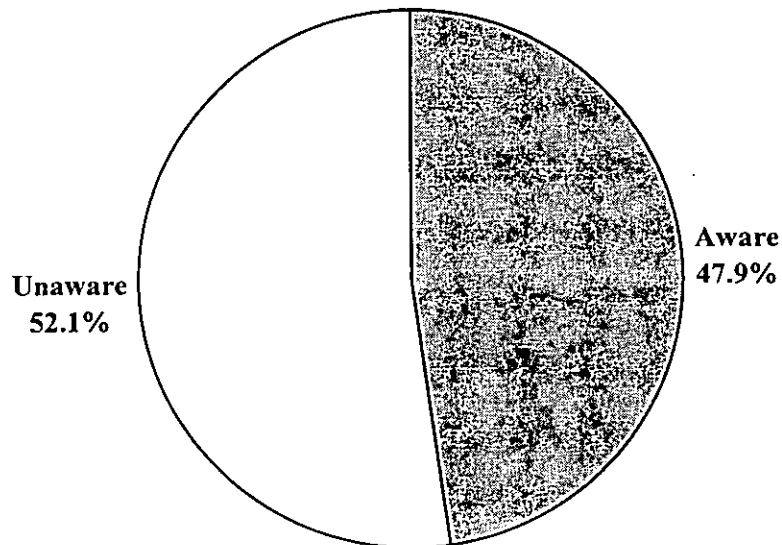
159 People Provided Written Responses to the question, "How can the Department do in the future to make getting a license easier or more convenient?"

40 People Provided Written Responses to the request, "Please use the space below to provide any additional comments you may have:"

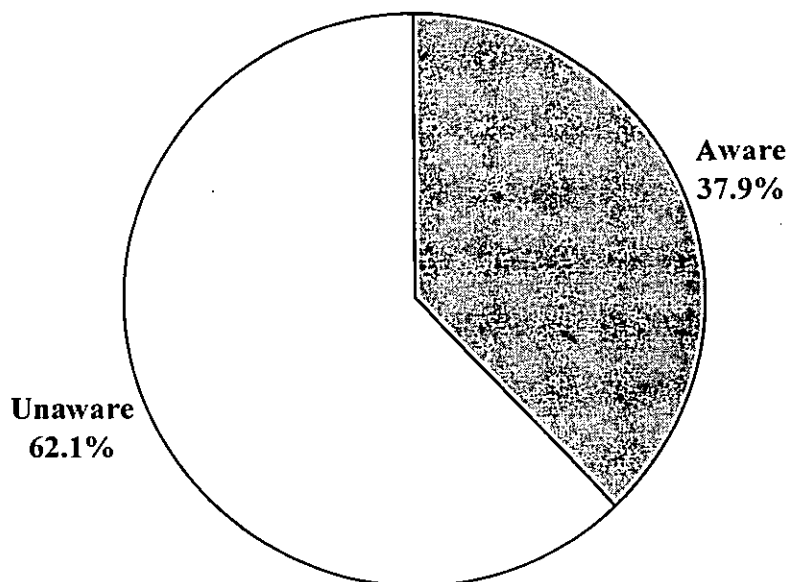
**Selections from the Human Resources Section Survey Related to the
Customer Service Program**

**Number of Human
Resource Survey
Respondents
234**

Awareness of the Customer Service Committee



Awareness of the Employee Comment Card on the Intranet



116 People Provided Written Responses to the question, "Please use the space below to provide any additional comments you may have:"

The Louisiana Department of
Wildlife and Fisheries

Customer Service Assessment Report
2003

A Product of the Customer Service Committee
Written by the Socioeconomic Research and Development Section
October, 2003

Chapter 1.
An Introduction to the Louisiana Department of Wildlife and Fisheries
Customer Service Assessment Report: 2003

The Louisiana Department of Wildlife and Fisheries Customer Service Program, founded in 1999 subsequent to Executive Order MJF 97-39, is entering the fourth year in its continuing efforts to assure high quality service to the public. The Department, like other state agencies, has identified customer service standards to serve its constituents efficiently, effectively, and responsively. The Customer Service Committee is designed to assist the Department in the implementation of that standard by identifying the services the agency provides, characterizing the customers who use them, determining the customers' expectations, and measuring the level of satisfaction with the Department and its efforts.

The Department's customer service efforts also extend to its employees. The Customer Service Program includes training employees in the importance of quality customer service and methods for improving the level of customer satisfaction. The program also solicits employees' ideas for improving customer service.

Pursuant to the designs of the state government's customer service executive order, the Department's Customer Service Committee must prepare a report of the Department's Customer Service efforts over the past twelve months. The year described in this report runs from September, 2002 to August, 2003 and is referred to as 2003 throughout this document in the interest of brevity.

This Customer Service Assessment Report, 2003, will summarize the Department's customer service accomplishments and the nature and content of customer comments submitted to the Department in 2003. It will provide steps taken to improve customer service and examine the Department's Customer Service plan in the near future.

Box 1.**The Purpose of the Customer Service Assessment Report**

- Summarize the Department's customer Service accomplishments in 2003,
- Provide an objective measure of overall customer satisfaction for the entire Department,
- Summarize the number of comments, complaints, and suggestions received by type and location,
- Identify the portion of comments, complaints, and suggestions holding or lacking merit,
- Provide information on steps taken to alleviate or avoid complaints as well as suggest means to improve customer service;
- Examine the Department's plans in the near future relating to customer service.

Minimum Customer Service Standards

The Department has established minimum customer service standards, a set of principles that present the expectations placed on or of employees regarding the quality of service that should be provided to the public. Department employees should communicate clearly with customers and treat them fairly, honestly, and respectfully. Personnel should respond to customers' inquiries promptly. Employees should provide current and accurate information. If they are unable to satisfy a customer fully, they should refer him or her to those who can satisfy the customer's desires.

The Department should encourage feedback on its programs, decisions, and activities. The Department and its employees should actively listen to its customers. Efforts should be made to understand customers' desires and motivations. Information regarding customers' experience and expectations should be collected and analyzed to determine how to improve products and services.

Box 2.**Louisiana Department of Wildlife and Fisheries Minimum Customer Service Standards**

- We will always treat our customers with courtesy and respect.
- We will provide our customers with information that is current and accurate. If unsure, our staff will find a more knowledgeable person to assist.
- We will work continually to streamline and improve our services.
- We will make every effort to communicate with our customers in a clear and understandable manner.
- We will maintain a neat appearance and a positive attitude.
- We will respond promptly to all inquiries, requests, suggestions, and complaints. Every effort will be made to provide a complete and accurate response.
- We will provide fair and consistent treatment to all customers.
- We will encourage feedback and actively listen to our customers so that we may better understand their motivations and how best to provide products, services, and information.

Customer Service Accomplishments in 2003

Customer service activities within the Department in 2003 were innumerable. Employees responded to numerous comments, requests, and suggestions. These ranged from answering personal inquiries from the public to serving applicants seeking licenses or permits to listening to constituents at Wildlife and Fisheries Commission meetings. Because most of these incidents are not formally documented, they can not be included in this assessment. This report can, however, discuss customer service activities, employee support, and customer comment measurement and analysis.

Employee Support

Employee support (Box 3) offered by the customer service program begins with the 40-minute customer service presentation given at the new employee orientation on the first Tuesday of every month. This presentation features a 20-minute video, *Quality Service in the Public Sector* distributed by America Media Incorporated. It also includes a discussion of

Box 3.**The Department's Customer Service Program's Accomplishments in Employee Support**

- Customer Service Presentations at New Employee Orientation
- Updating the Topical Telephone Directory
- Human Resources Survey Development, Implementation, and Analysis
- Media Survey Development, Implementation, and Analysis
- Employee Comment Cards

the Department's customer service commitment, a description of the minimum customer service standards, and the dissemination of information that can assist the employees in the execution of quality customer service. New staff members are shown the customer service cards and the internet customer comment cards. The current Customer Service Plan and the Customer Service Assessment Reports are included in the packet of information they receive. Finally, to assist employees in their understanding of the working of the Department, each attendant at orientation receives a schematic of the Department's structural organization and a telephone directory. The Customer Service Program encountered 109 employees at new employee orientation in 2003.

The Department's telephone directory was updated in July, 2003. This printed guide lists telephone numbers of individuals and offices who are versed in the Department's activities related to selected topics and services. Contact numbers are also listed by parish, district, or region. This year's edition included two new sections, one listing contact information for each field office and another listing addresses and telephone numbers for individual employees. Employees requiring particular services in the execution of their regular duties or in assistance to a special public inquiry may readily refer to this telephone guide. The topical telephone directories are distributed to every division and outlying office.

The Customer Service Program also designed a customer service evaluation survey regarding the Department's Human Resources Section. This survey was designed to assess the employees' perception of the Section and to provide a benchmark for future measures of quality of service.

In December, 2002, the Human Resources Customer Service Assessment questionnaire was sent to all employees of the Department of Wildlife and Fisheries. Three questions dealing specifically with the Customer Service Program are discussed in this *Customer Service Assessment Report*. Another report (*The Louisiana Department of Wildlife and Fisheries Human Resources Survey: An Assessment*, forthcoming) will present the results for the remaining questions and the Human Resources Sections' reaction to the survey's findings.

The Customer Service Program designed another survey to assist the Public Information Section in their understanding the media outlets to whom they send press releases and other forms of information. Recipients of the Department's media releases received an electronic mail mess with a link to an electronic questionnaire on the Department's web site. This effort yielded 45 responses (27 percent response rate). The results of this survey are presented in a separate report (*Results of the 2002 Louisiana Department of Wildlife and Fisheries Customer Service Program's Media Survey*, July, 2003).

A recurring employee support mechanism is the employees comment card (Figure 1). Available to all employees on the Department's intranet web site, it provides an opportunity for employees to submit anonymous complaints, comments, and suggestions regarding the Department. This is designed to acquire ideas from employees on how the Department might



Louisiana Department of Wildlife and Fisheries



Employee Comment / Suggestion Form

Comments, Complaints*, Suggestions, Criticisms*:

Suggestions for Improvements or Changes:

Optional:

Name: _____

Office/Division/Section: _____

* Complaints and criticisms without suggestions for improvement will not be considered.

Please feel free to deposit this form in one of the Customer Service Comment/Suggestion boxes located at various department locations throughout the state, bring it to room 219 in the Baton Rouge Headquarters building, or mail it to:
Louisiana Department of Wildlife & Fisheries
Socioeconomic Section
ATTN: Customer Service Committee
P.O. Box 98000
Baton Rouge, LA 70898-9000

After being recorded, this form will be routed to the appropriate office, division or section. Thank you.

improve the quality of service it provides to the public. In 2003, only five employee comment cards were received, an increase from 1 in 2002 and 2 in 2001, but far less than the 21 employee comments submitted in 2000.

Two of the employee comment cards received in 2003 concerned employee parking. One comment requested additional information on insurance options and investment opportunities. Another cited dissatisfaction with employees' working weekends to gather data from anglers in the Marine Recreational Fisheries Statistical Survey. One comment offered a recommendation to improve the Department's website.

Customer Comment Assessment

The Louisiana Department of Wildlife and Fisheries Customer Service Program in 2003 provided several means for public input, including four formal, quantifiable instruments (Box 4). Two of these instruments are continuous, available to the public for voluntary submission at any time. Two are taken on "special occasions" at which the Department has opportunities to interact with the public.

Box 4.

Louisiana Department of Wildlife and Fisheries Customer Comment Instruments

- Continuous Instruments
 - Internet Customer Comment Cards
 - Available at www.wlf.state.la.us/commentcard.html
 - Customer Comment and Suggestion Cards
 - Available at 20 Wildlife and Fisheries Sites in Louisiana
- Special Occasions
 - 2003 License Vendor Survey
 - National Hunting and Fishing Day Event, September 28, 2002
 - Lamar Dixon Sportsman's Paradise Hunting and Fishing Exposition, August 22 – 24, 2003

The internet comments cards, available on the Department's webpage, attracted 123 responses in 2003. The Customer Service Program also received 43 customer comment and suggestion cards that are available at 20 Wildlife and Fisheries locations around the state.

In January, 2003, the chairman of the Customer Service Committee, Undersecretary James L. Patton conducted a mail survey of license vendors who assist the Department in issuing recreational hunting and fishing licenses to the public. The focus of the survey was the electronic license system, soliciting overall satisfaction ratings and asking respondents to identify aspects of the system that they liked and disliked. The respondents were also given an opportunity to list functions and features that they would like to see incorporated into the system in the future. This survey received 552 responses (a 52 percent response rate) which are summarized in a report, *Listening to Your Partners: An Analysis of the January, 2003 Vendor Survey*, written by Mr. Patton and published by the Department in 2003.

In September, 2002, a "special occasion" survey conducted at the Department's National Hunting and Fishing Day event in Baton Rouge, Louisiana, produced 183 completed questionnaires. A similar survey was taken at the Lamar Dixon Sportsman's Paradise Hunting and Fishing Exposition in Gonzales, Louisiana, in August, 2003 and produced 593 completed questionnaires.

Outline of this Report

This report examines both the continuous instruments and the special occasion instruments. It also includes results of that portion of the Human Resources Section Survey pertaining to the Customer Service Program.

Chapter 2 analyzes the internet comments and chapter 3 the comment and suggestion cards. Chapter 4 compares the patterns of responses from internet and comment card

respondents. Chapter 5 considers the responses of a combined sample formed by combining the two samples into one.

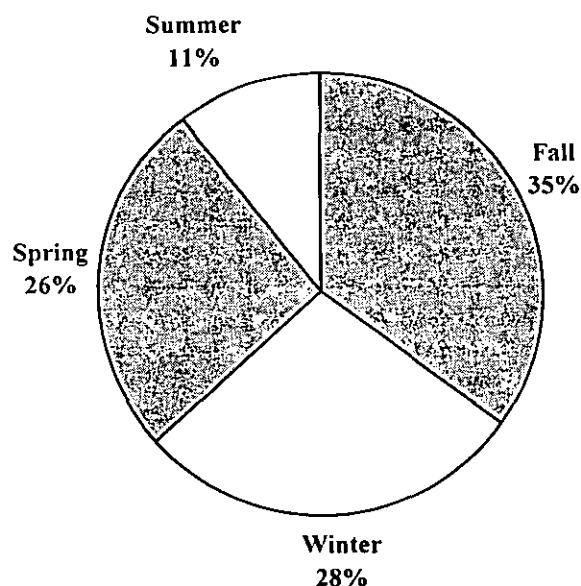
Chapter 6 presents the results of 2002 National Hunting and Fishing Day survey. Chapter 7 examines the results of the relevant section of the Human Resources Section Survey. Chapter 8 concludes the report.

Chapter 2. Internet Comment Cards

The internet customer comment card is a data collection instrument available for voluntary submission by members of the public on the Department's webpage (Appendix 1). The internet comment card allows individuals to submit comments, complaints, and suggestions regarding specific service incidents and Department policies, decisions, and activities. It asks the respondent to provide his or her outdoor recreational activities as well as place of residence, location of activity, and various optional personal characteristics. Respondents are also asked to rate the Department in terms of overall satisfaction and to grade the Department on its ability to meet various customer service standards for courtesy, clearness, attentiveness, and timeliness.

The Department received 123 internet comments between September, 2002 and August, 2003. This is a sizeable decline from the number received over the previous twelve months (174). Before a computer glitch stymied internet comment collection in the middle of July, 2003, the Customer Service program was on track to receive 140 internet comments.

**Figure 2. Number of Internet Comments, By Season:
2003**



The fall (September – November) was the season reporting the largest number (43) of internet comments (Figure 2). The breakdown of the internet comment mechanism in July may partially explain the low number of comment received during the summer (13).

Personal Characteristics of Internet Respondents

Most respondents provided some amount of personal information, probably to facilitate personal responses (requested by 83.7 percent of all internet submissions.) All respondents reported at least a first name with 88.6 percent providing a full name. Large majorities of respondents provided a telephone number (87.8 percent), an electronic mailing address, street, or a city address (98.4 percent). Nearly ninety-eight percent identified his or her occupation.

Most respondents (95.9 percent) provided his or her age on the internet comment form (Table 1). Among those answering the question, the average age was 42.7 years and the median 43 years.

Wildlife-Based Recreational Activity

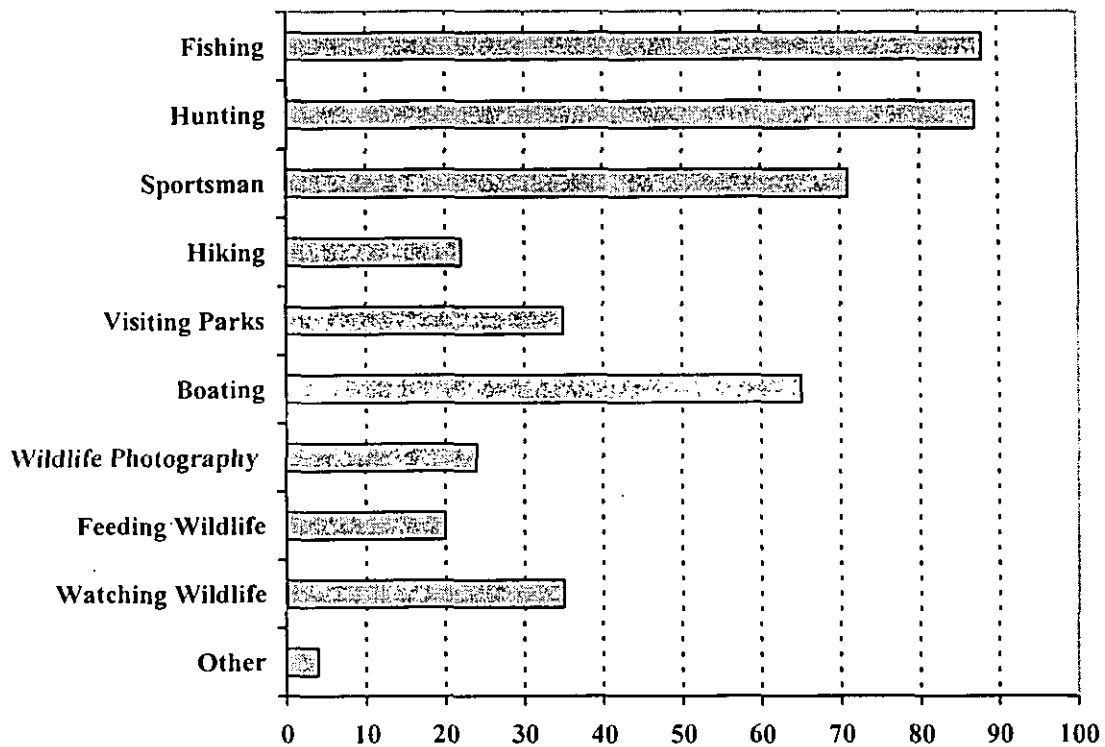
Internet respondents were asked to identify the types of outdoor recreational activities in which they participated (Figure 3). The most common activities were fishing (71.5 percent) and hunting (70.7 percent). A majority (57.7 percent) of internet respondents are classified as sportsman, those who both fish and hunt. Camping was enjoyed by 47.2 percent.

Table 1. Age Distribution of Internet Respondents

Observations	Minimum	Maximum	Mean	Std. Dev.	Median
118	10	80	42.71	13.88	43

Many respondents (55.3 percent) participated in some form of non-consumptive recreational activity, hiking, visiting parks or public places, or watching, feeding, or photographing wildlife. Nearly one-third of those who participated in one of these activities (18.8 percent of the total sample) did not hunt or fish.

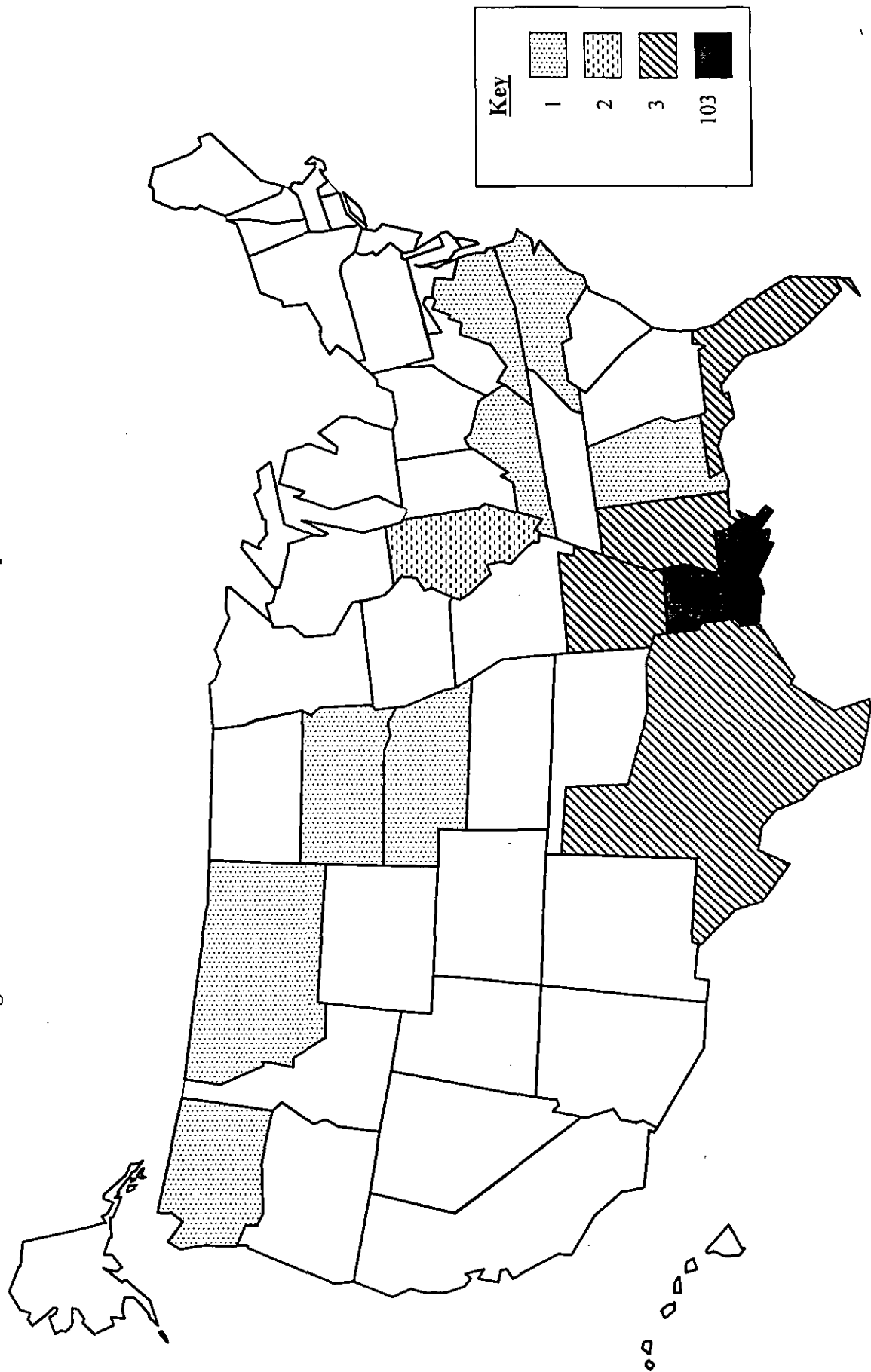
Figure 3. Activities of Participants



Residence

Of the 123 internet respondents, 103 were residents of Louisiana (Figure 4). Of the 20 residents of other states, three each were from Arkansas, Florida, and Texas and two from Illinois. Single submissions came from residents of eight other states. One respondent who reported residence in Canada provided a Montana address.

Figure 4. States of Residence for Internet Respondents, 2003



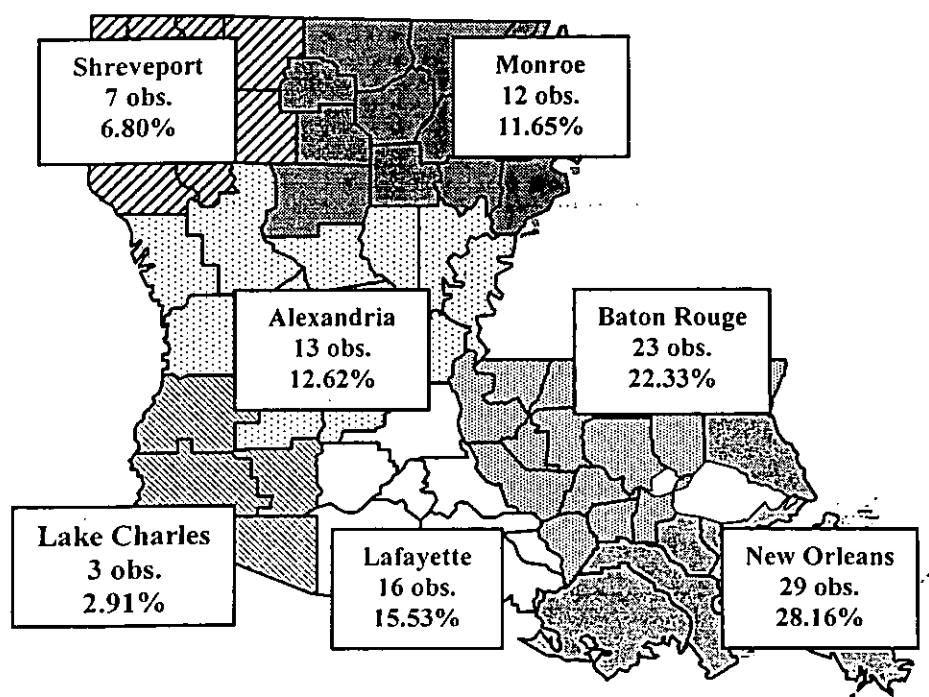
Louisiana residents were asked to provide the parish of residence. Parishes were then combined into seven metropolitan statistics areas based on U.S. Census Bureau findings (Table 2): Alexandria, Monroe, and Shreveport to the north and Lake Charles, Lafayette, Baton Rouge, and New Orleans to the south (Figure 5).

The geographical distribution of internet comment respondents is similar to the distribution of the state's population according to the U.S. Census Bureau. The portion of the respondents residing in each area was fairly close to the portion of the state's population in each metropolitan statistical area. Area population numbers were converted into units of

Table 2. Louisiana Metropolitan Areas: Population and Parishes U.S. Census Bureau, 2000

NORTH LOUISIANA			SOUTH LOUISIANA		
Shreveport Area Parishes			Lake Charles Area Parishes		
Bienville	Caddo	Red River	Beauregard	Calcasieu	Jefferson Davis
Bossier	DeSoto	Webster		Cameron	
Area Population:		459,013	Area Population:		257,114
Percentage of State Population:		(10.28%)	Percentage of State Population:		(5.76%)
Monroe Area Parishes			Lafayette Area Parishes		
Caldwell	Lincoln	Tensas	Acadia	Lafayette	St Mary
East Carroll	Madison	Union	Iberia	St Landry	Vermilion
Franklin	Morehouse	West Carroll		St Martin	
Jackson	Ouachita	Winn	Area Population:		567,195
	Richland		Percentage of State Population:		(12.70%)
Area Population:		368,334	New Orleans Area		
Percentage of State Population:		(8.25%)	Jefferson	Plaquemines	St Tammany
Alexandria Area Parishes			Lafourche	St Bernard	Terrebonne
Allen	Evangeline	Rapides	Orleans	St Charles	
Avoyelles	Grant	Sabine	Area Population:		1,463,068
Catahoula	LaSalle	Vernon	Percentage of State Population:		(32.76%)
Concordia	Natchitoches		Baton Rouge Area		
Area Population:		407,102	Ascension	Iberville	St John the Baptist
Percentage of State Population:		(9.11%)	Assumption	Livingston	Tangipahoa
			E. Baton Rouge	Pointe Coupee	W. Baton Rouge
			E. Feliciana	St. Helena	W. Feliciana
				St. James	
			Area Population:		944,604
			Percentage of State Population:		(21.2%)

Figure 5 Louisiana Metropolitan Areas, 2003



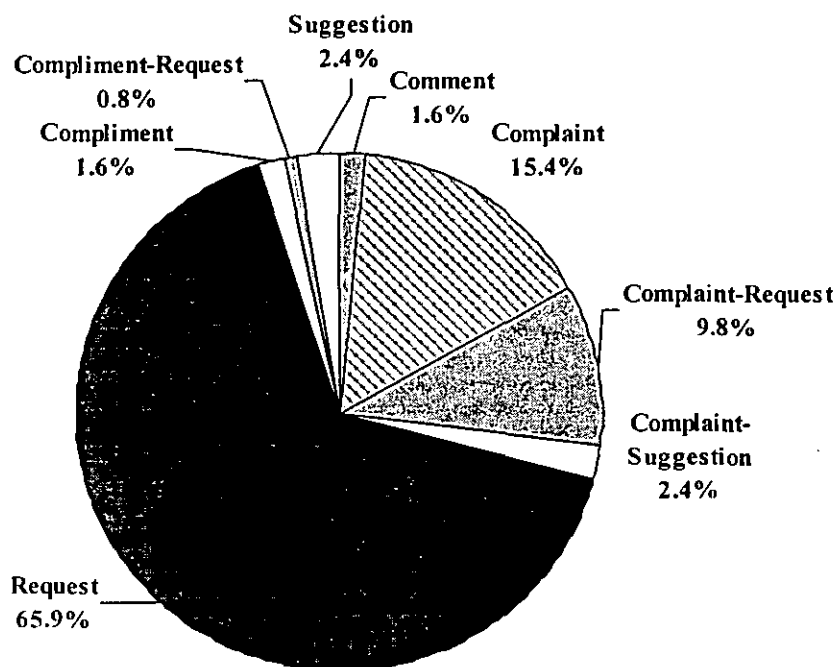
10,000 (e.g., the Alexandria area with 407,112 residents was given a score of 40.7) to facilitate a statistical comparison with internet responses. Following this procedure, there were no significant differences ($X^2_{(\alpha = 0.05, df = 6)} = 5.62$) between the geographical distribution of internet respondents and the Census Bureau's 2000 state population estimates.

Types of Comments

Comments were separated by type: comment, complaint, compliment, request, or suggestion. Comments could be categorized as serving two purposes and were considered complex or joint-designation comments complaint/request or compliment/request (Figure 6).

Requests for information account for two-thirds of all internet comments. Simple requests account for 65.9 percent of all comments, complaints/requests for 9.8 percent, and compliment/request for 0.82 percent of all internet submissions.

**Figure 6. Types of Comments
(with Compound Categories)**

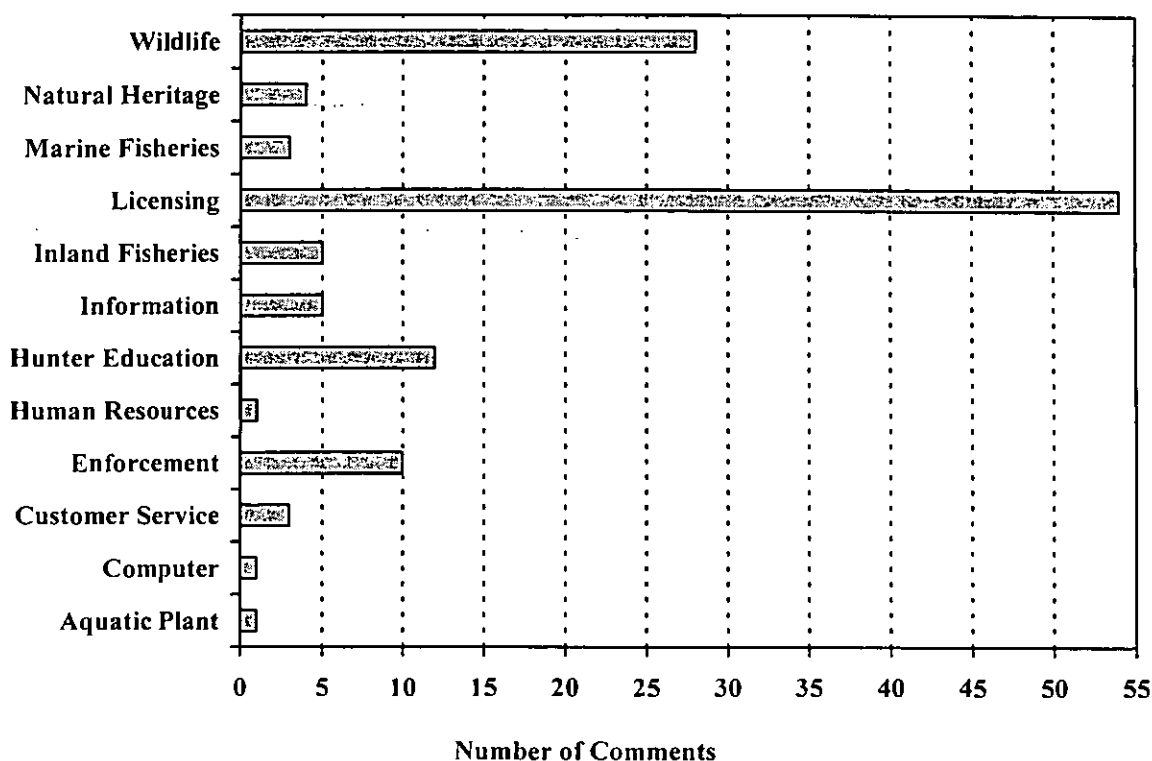


Complaints were the second most common type of internet comments. All complaint categories combined (simple complaints, comment/complaints, complaint/requests, and complaint/suggestions) account for 27.6 percent of all internet comments.

Administrative Units to Which Comments Were Sent

Most internet comments are forwarded to employees in other sections, divisions, or offices who might address them more thoroughly. One comment could be submitted to more than one office or division. Internet comments were sent to twelve different administrative units in 2003 (Figure 7). The Licensing Section received the largest number (54) of comments (43.9 percent), followed by the Wildlife Division (28), the Enforcement Division (10), and the Hunter Education Program (12). The remaining were distributed to other sections or offices.

Figure 7. Administrative Units to Which Internet Comment Were Sent: 2003



Types of Comments Sent to Various Administrative Units

Table 3 shows what type of comments were sent to the various administrative units within the Department. The numbers in this table may not match those in the previous figures due to changes in designation and categorization. Comments previously given a complex designation (e.g., complaint-request) in Figure 6 are here counted twice, once in the complaint column and once in the request column. Comments sent to two administrative units (e.g., Licensing and Inland Fisheries) would appear once in the Licensing row and once in the Inland Fisheries row. (Indeed, one comment/request sent to the Licensing and Inland Fisheries Divisions “showed up” four times in Table 3.)

Table 3. Types of Comments Sent to Various Administrative Units

	Comment	Complaint	Compliment	Request	Suggestion
Aquatic Plants	0	0	0	1	0
Computer	0	1	0	1	0
Customer Service	0	0	0	3	0
Enforcement	1	1	0	7	0
Human Resources	0	0	0	1	0
Hunter Education	0	2	0	10	0
Information	0	0	1	3	1
Inland Fisheries	1	1	0	5	0
Licensing	0	16	2	40	2
Marine Fisheries	0	0	0	2	1
Natural Heritage	0	1	0	3	0
Office Mgmt. & Fin.	0	1	0	1	0
Wildlife	0	13	0	19	0
Individual	0	0	0	1	0

Of the sections receiving more than one type of comment, the most common type was the request. Requests accounted for 66.7 percent of the referrals to the Licensing Section, 59.4 percent of those going to the Wildlife Division and 83.3 percent of those sent to the Hunter Education program.

A considerable share of the comments sent to the Wildlife Division (40.6 percent) was complaints. Licensing Division also received a considerable portion of complaints (26.7 percent).

Consistency with Minimum Customer Service Standards

Seven questions were designed to determine whether the service that customers received was consistent with the minimum customer service standards of courtesy,

attentiveness, clearness, satisfaction, knowledge, timeliness and neatness. The internet response form questions designed to measure compliance with the minimum customer service standards are presented below (Box 5).

Respondents could indicate whether their experience with the Department completely met ("yes"), partially met ("somewhat"), or failed to meet their expectations regarding these elements of customer service. They could also indicate whether a particular item did not pertain to their interaction with the Department ("does not apply" or "N/A").

The majority of responses for each question were non-responses ("N/A" or "none") (Figure 8). This analysis distinguishes between non-responses from those who marked a "N/A" response and those neglected to provide any answer at all ("None"). Non-responses ranged from 71 (57.7 percent) for "satisfaction" to 91 (74 percent) for neatness. The high number of non-responses likely stemmed from the fact that most internet respondents have a comment, request, or suggestion for which there is no specific service incident to which these elements apply. Nevertheless, the high non-response rate reduces the sample size and complicates statistical analysis to some degree.

Box 5.

Survey Questions Pertaining to the Seven Elements of Minimum Customer Service

- Courtesy
 - "Service you received was courteous and respectful."
- Attentiveness
 - "The person you spoke to listened attentively to you regarding your question or problem."
- Knowledge
 - "The person you spoke to was knowledgeable."
- Understandable
 - "The person you spoke with was easy to understand."
- Satisfaction
 - "Your question or problems were dealt with to your satisfaction."
- Timeliness
 - "Your questions or problems were dealt with in a timely manner."
- Neatness
 - "The appearance of the facility was neat and clean"

Figure 8. Elements of Customer Service: Internet Respondents

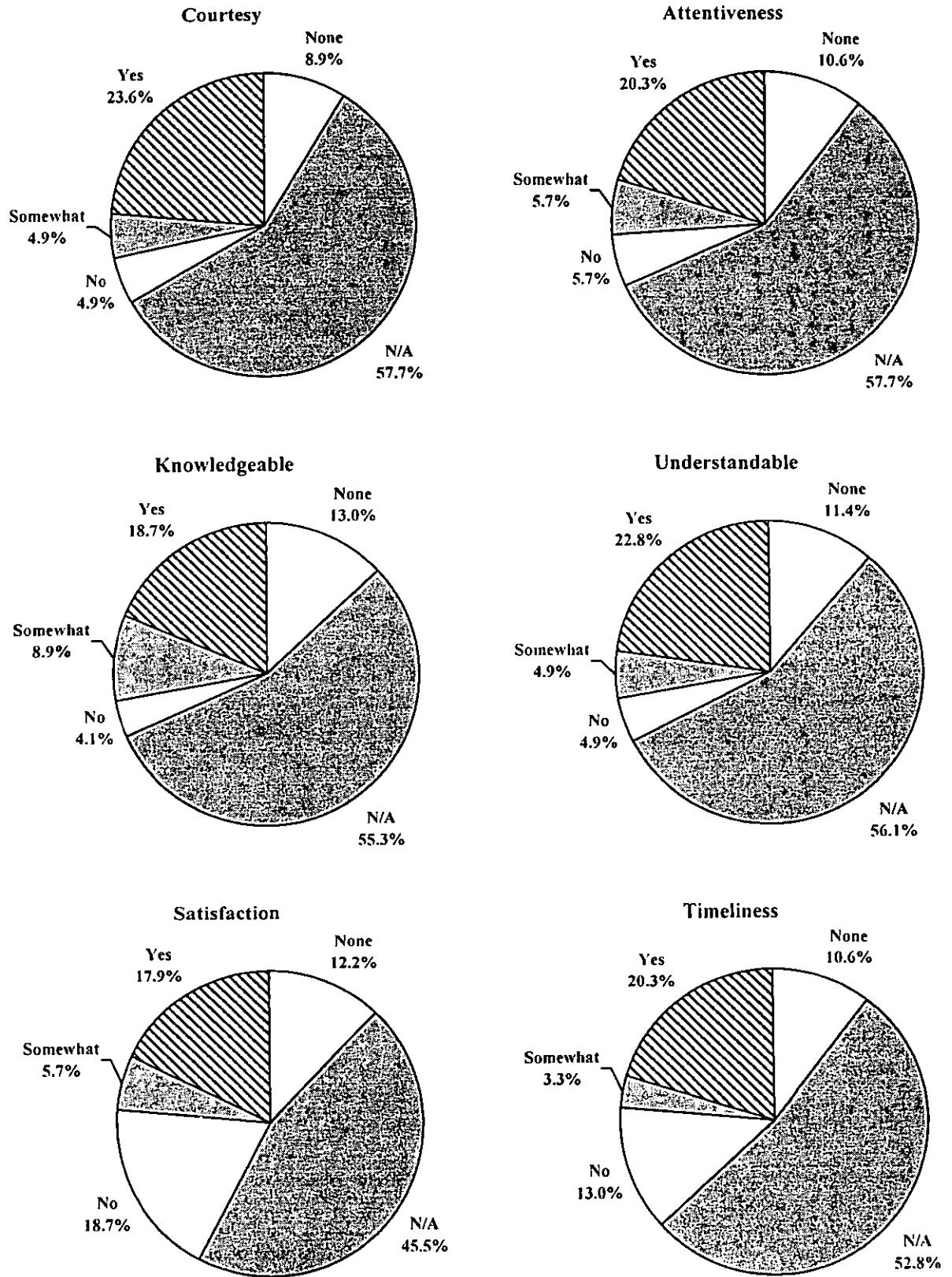
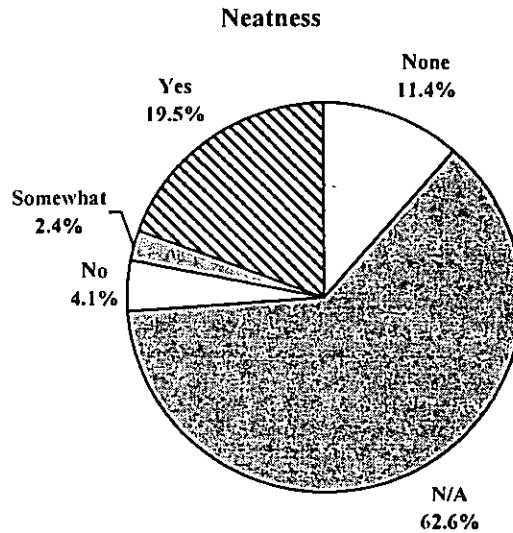


Figure 8. Elements of Customer Service: Internet Respondents (Continued)

By omitting non-responses (“N/A” and “None”), one can examine that subset of respondents who perceived the customer service elements as relevant to their experience (Figure 9). The majority of these respondents thought that the service satisfied customer standards for courtesy, attentiveness, knowledge, understandable, and neatness. Two items, timeliness (64.4 percent “yes” or “somewhat”) and satisfaction (55.8 percent, “yes” or “somewhat”), received somewhat lower marks.

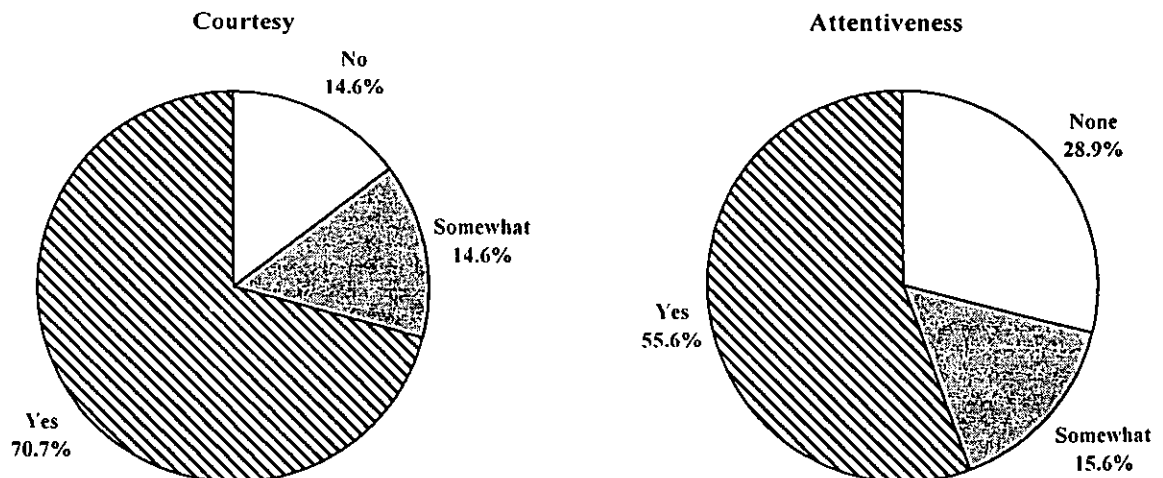
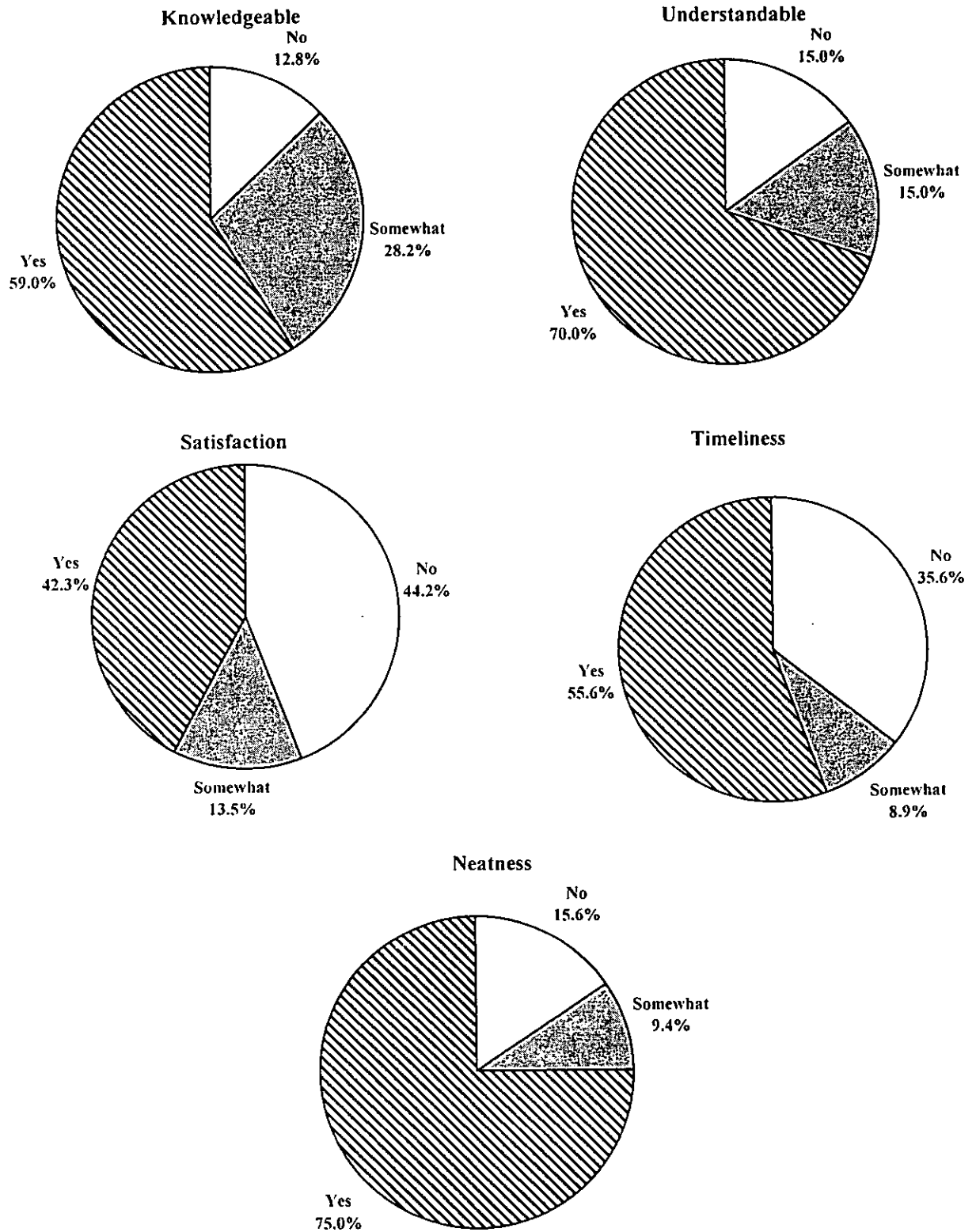
Figure 9. Elements of Customer Service, Omitting Non-Responses: Internet Respondents

Figure 9. Elements of Customer Service, Omitting Non-Responses: Internet (Continued)

Correlation among the Elements of Customer Service

The respondents who provided strong positive (“yes”), weak positive (“somewhat”), or negative (“no”) responses for one item tended to give similar answers for the other items. For example (Table 4), 24 respondents answered “yes” for both “Courtesy” and “Attentiveness,” 3 more said “somewhat” and another 6 said “no” to both items. This correlation extends even to the non-responses. Of the respondents who thought that “Courtesy” was not applicable, 68 believed that the same was true for “Attentiveness.” Eleven people who provided no response for “Courtesy” provided no response for attentiveness.

There is a significant positive correlation between courtesy and every other customer service element. The relationship is strongest between courtesy and attentiveness ($\rho = 0.924$), knowledge ($\rho = 0.885$), and understanding ($\rho = 0.906$). It is weakest between courtesy and satisfied ($\rho = 0.787$), timeliness ($\rho = 0.779$), and neatness ($\rho = 0.628$).

Two items that reported the largest correlation with the item “Courtesy” were also strongly correlated with “Attentiveness” (Table 5)¹. The largest correlation statistics are reported between “Attentiveness” and “Knowledgeable” ($\rho = 0.9557$) and “Understandable” ($\rho = 0.9805$). The correlation between “Attentiveness” and “Satisfaction” ($\rho = 0.821$) and “Timeliness” ($\rho = 0.808$) is also fairly strong. There is a weaker relationship between “Attentiveness” and “Neatness” ($\rho = 0.586$).

¹ Note: Because the correlation between attentiveness and courtesy is the same as between courtesy and attentiveness, the pair-wise comparison for these two items is omitted to avoid replicating results presented previously in Table 4

Table 4. Correspondence Between "Courtesy" and Other Elements

Correlation $\rho = 0.9248$		Attentiveness				
		No Response	Not Applicable	No	Somewhat	Yes
Courtesy	No Response	11	0	0	0	0
	Not Applicable	2	68	0	1	0
	No	0	0	6	0	0
	Somewhat	0	1	1	3	1
	Yes	0	2	0	3	24
Correlation $\rho = 0.8855$		Knowledgeable				
		No Response	Not Applicable	No	Somewhat	Yes
Courtesy	No Response	11	0	0	0	0
	Not Applicable	4	65	1	1	0
	No	0	0	4	1	1
	Somewhat	0	1	0	4	1
	Yes	1	2	0	5	21
Correlation $\rho = 0.9064$		Understandable				
		No Response	Not Applicable	No	Somewhat	Yes
Courtesy	No Response	11	0	0	0	0
	Not Applicable	3	66	0	2	0
	No	0	0	3	1	2
	Somewhat	0	1	3	1	1
	Yes	0	2	0	2	25
Correlation $\rho = 0.7894$		Satisfaction				
		No Response	Not Applicable	No	Somewhat	Yes
Courtesy	No Response	11	0	0	0	0
	Not Applicable	2	60	8	1	0
	No	0	0	5	0	1
	Somewhat	0	2	2	1	1
	Yes	0	3	1	2	23
Correlation $\rho = 0.7785$		Timeliness				
		No Response	Not Applicable	No	Somewhat	Yes
Courtesy	No Response	11	0	0	0	0
	Not Applicable	2	60	8	1	0
	No	0	0	5	0	1
	Somewhat	0	2	2	1	1
	Yes	0	3	1	2	23
Correlation $\rho = 0.6276$		Neatness				
		No Response	Not Applicable	No	Somewhat	Yes
Courtesy	No Response	10	0	1	0	0
	Not Applicable	3	63	1	1	3
	No	0	4	2	0	0
	Somewhat	0	3	1	2	0
	Yes	1	7	0	0	21

Table 5. Correspondence between "Attentiveness" and Other Items

		Knowledgeable				
		Correlation $\rho = 0.9557$	No Response	Not Applicable	No	Yes
Attentiveness	No Response		13	0	0	0
	Not Applicable		2	68	0	1
	No		0	0	4	2
	Somewhat		0	0	1	6
	Yes		1	0	0	22
		Understandable				
		Correlation $\rho = 0.9804$	No Response	Not Applicable	No	Yes
Attentiveness	No Response		13	0	0	0
	Not Applicable		1	69	0	1
	No		0	0	4	1
	Somewhat		0	0	1	4
	Yes		0	0	1	24
		Satisfaction				
		Correlation $\rho = 0.8210$	No Response	Not Applicable	No	Yes
Attentiveness	No Response		13	0	0	0
	Not Applicable		2	56	11	0
	No		0	0	7	1
	Somewhat		0	0	5	2
	Yes		0	0	0	20
		Timeliness				
		Correlation $\rho = 0.8075$	No Response	Not Applicable	No	Yes
Attentiveness	No Response		13	0	0	0
	Not Applicable		0	62	7	1
	No		0	0	6	0
	Somewhat		0	1	3	1
	Yes		0	2	0	21
		Neatness				
		Correlation $\rho = 0.5861$	No Response	Not Applicable	No	Yes
Attentiveness	No Response		12	0	1	0
	Not Applicable		1	63	1	2
	No		0	5	2	0
	Somewhat		0	5	0	1
	Yes		1	4	1	19

There is also a strong correlation (Table 6)² between the responses for “Knowledgeable” and “Understandable” ($\rho = 0.973$) and “Knowledgeable” and “Timeliness” ($\rho = 0.812$). The item “Knowledgeable”, like “Courtesy” and “Attentiveness”, reports its weakest correlation with “Neatness” ($\rho = 0.615$).

Table 6. Correspondence between “Knowledgeable” and Other Items

Correlation $\rho = 0.9727$		Understandable				
Knowledgeable	No Response	No Response	Not Applicable	No	Somewhat	Yes
	No Response	13	2	0	0	1
	Not Applicable	1	67	0	0	0
	No	0	0	3	1	1
	Somewhat	0	0	2	5	4
	Yes	0	0	1	0	52
Correlation $\rho = 0.779$		Satisfaction				
Knowledgeable	No Response	No Response	Not Applicable	No	Somewhat	Yes
	No Response	14	1	0	0	1
	Not Applicable	1	54	11	0	2
	No	0	0	5	0	0
	Somewhat	0	1	6	4	0
	Yes	0	0	1	3	19
Correlation $\rho = 0.8118$		Timeliness				
Knowledgeable	No Response	No Response	Not Applicable	No	Somewhat	Yes
	No Response	13	3	0	0	0
	Not Applicable	0	59	7	1	1
	No	0	0	5	0	0
	Somewhat	0	2	4	3	2
	Yes	0	1	0	0	22
Correlation $\rho = 0.6148$		Neatness				
Knowledgeable	No Response	No Response	Not Applicable	No	Somewhat	Yes
	No Response	12	3	1	0	0
	Not Applicable	1	61	1	1	4
	No	0	3	2	0	0
	Somewhat	0	6	0	2	3
	Yes	1	4	1	0	17

² Table 6 does not repeat the correlation of knowledgeable-courtesy and knowledgeable-attentiveness.

Table 7 shows that there is a somewhat strong relationship of the item “Understandable” with “Satisfaction” ($\rho = 0.799$) and “Timeliness” ($\rho = 0.793$). There is also a strong relationship (Table 8) between the items “Satisfaction” and “Timeliness” ($\rho = 0.8553$).

Tables 7, 8, and 9 demonstrate a relatively weak correlation between neatness and “Understandable” ($\rho = 0.6027$), “Satisfaction” ($\rho = 0.489$), and “Timeliness” ($\rho = 0.524$).

Table 7. Correspondence between “Understandable” and Other Items

Correlation $\rho = 0.7989$		Satisfaction				
		None	Not Applicable	No	Somewhat	Yes
Understandable	None	13	1	0	0	0
	Not Applicable	2	54	11	0	2
	No	0	0	5	0	1
	Somewhat	0	1	3	2	0
	Yes	0	0	4	5	19
Correlation $\rho = 0.7931$		Timeliness				
		None	Not Applicable	No	Somewhat	Yes
Understandable	None	13	1	0	0	0
	Not Applicable	0	60	7	1	1
	No	0	1	4	0	1
	Somewhat	0	1	3	1	1
	Yes	0	2	2	2	22
Correlation $\rho = 0.6027$		Neatness				
		No Response	Not Applicable	No	Somewhat	Yes
Understandable	No Response	12	1	1	0	0
	Not Applicable	1	62	1	1	4
	No	0	4	2	0	0
	Somewhat	0	4	0	2	0
	Yes	1	6	1	0	20

Table 8. Correspondence between "Satisfaction" and Other Items

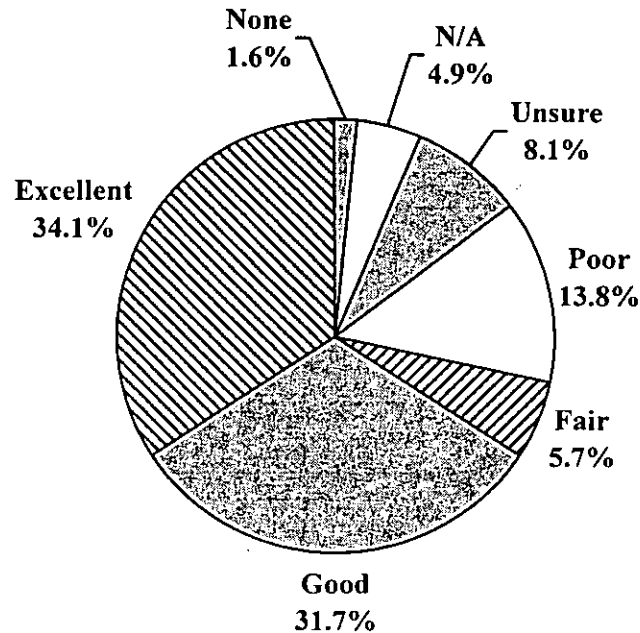
Correlation $\rho = 0.8553$		Timeliness				
		None	Not Applicable	No	Somewhat	Yes
Satisfaction	None	13	2	0	0	0
	Not Applicable	0	55	0	1	0
	No	0	5	16	0	2
	Somewhat	0	0	0	3	4
	Yes	0	3	0	0	19
Correlation $\rho = 0.4890$		Neatness				
		None	Not Applicable	No	Somewhat	Yes
Satisfaction	None	12	2	1	0	0
	Not Applicable	1	49	1	2	3
	No	0	20	2	0	1
	Somewhat	0	2	0	1	4
	Yes	1	4	1	0	16

Table 9. Correspondence between Neatness and Timeliness

Correlation $\rho = 0.5240$		Neatness				
		No Response	Not Applicable	No	Somewhat	Yes
Timeliness	No Response	12	0	1	0	0
	Not Applicable	1	57	1	2	4
	No	0	14	2	0	0
	Somewhat	0	1	0	1	2
	Yes	0	5	1	0	18

Overall Satisfaction

The Department received fairly good marks for overall satisfaction (Figure 10). Contrary to the high non-response rate for the individual elements of customer service, this item received only a small number of unsure responses (10) and non-responses (8). Across all internet respondents, a majority, 81 (65.9 percent), rated the Department's performance as good or excellent.

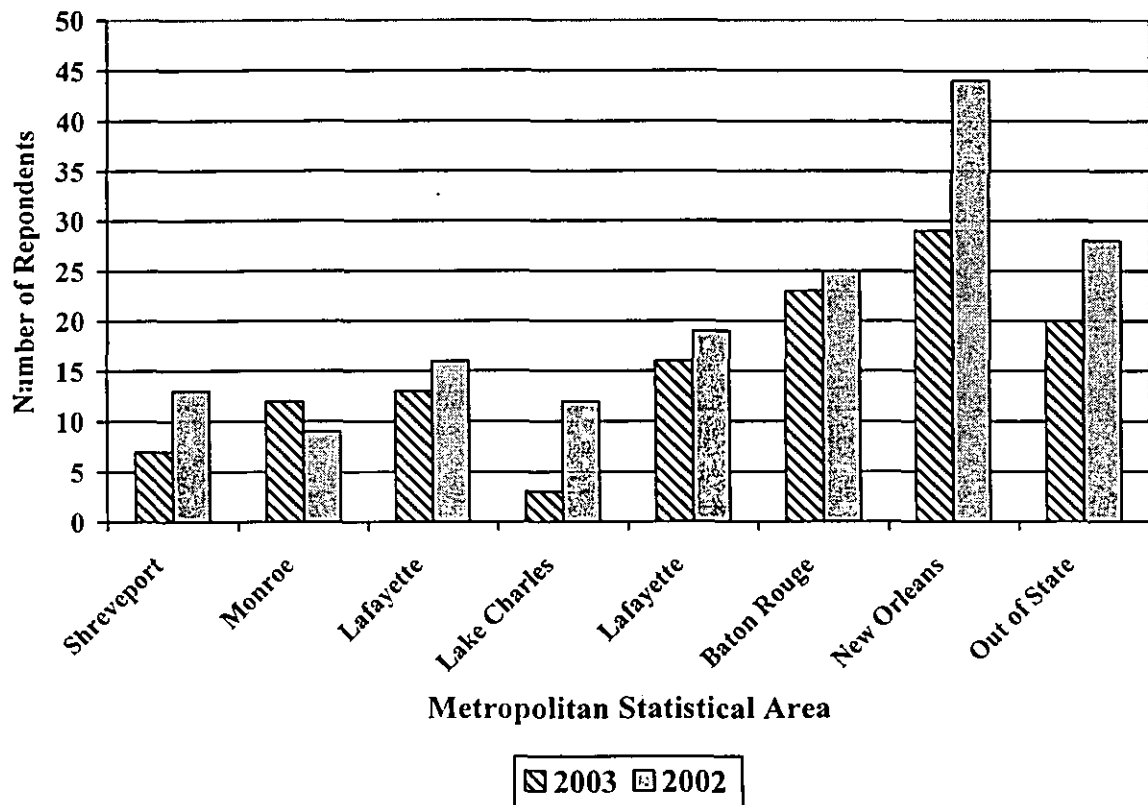
Figure 10. Overall Perception of Quality of Service

Comparing 2003 to 2002

To examine difference in customer comment submission from year to year, the internet comment responses for selected questions were compared. This allows a determination of differences in area of residence, type of comment, and overall satisfaction.

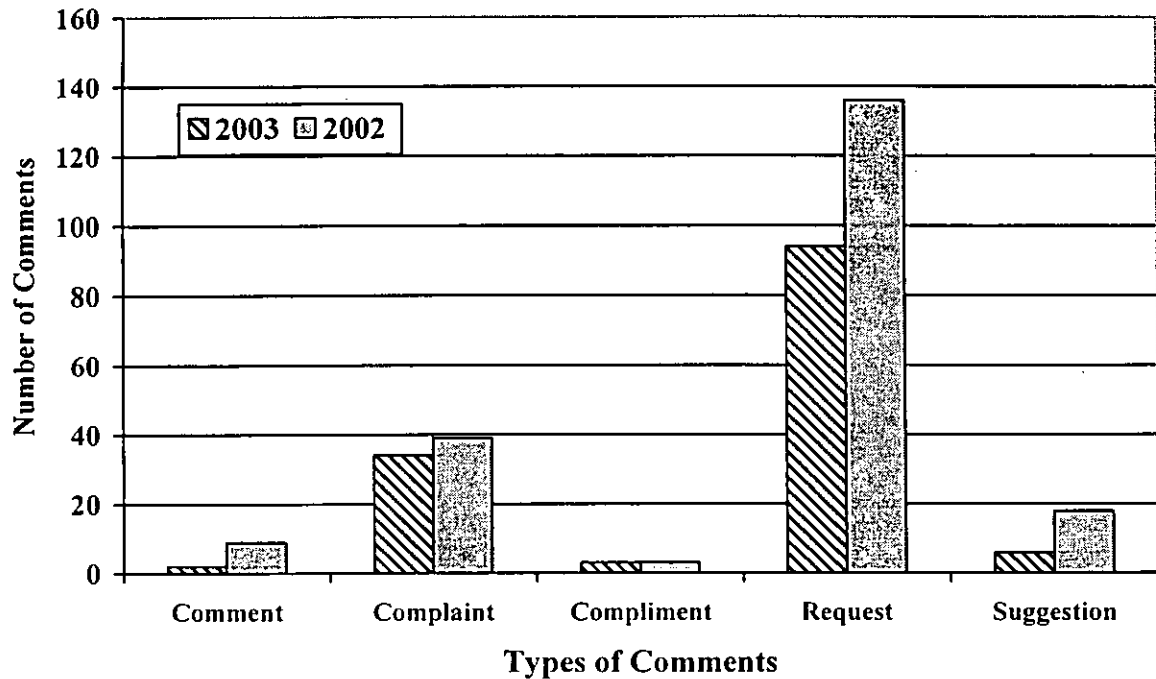
There are no significant differences in area of residence (Figure 11) between 2003 and 2002 among internet respondents who are residents of Louisiana ($X^2_{(\alpha = 0.05, df = 8)} = 6.414$). When out-of-state residents are included, there remains no significant difference between this year and the previous one ($X^2_{(\alpha = 0.05, df = 6)} = 6.424$). Even where there is a noticeable difference in the absolute numbers of respondents residing in a particular area (44 of the 2002 sample lived in the New Orleans but only 29 in the 2003 sample), there is only a small difference in percentages (26.5 percent in 2002 sample and 23.6 in 2003).

Figure 11. Area of Residence for Internet Respondents: 2002 & 2003



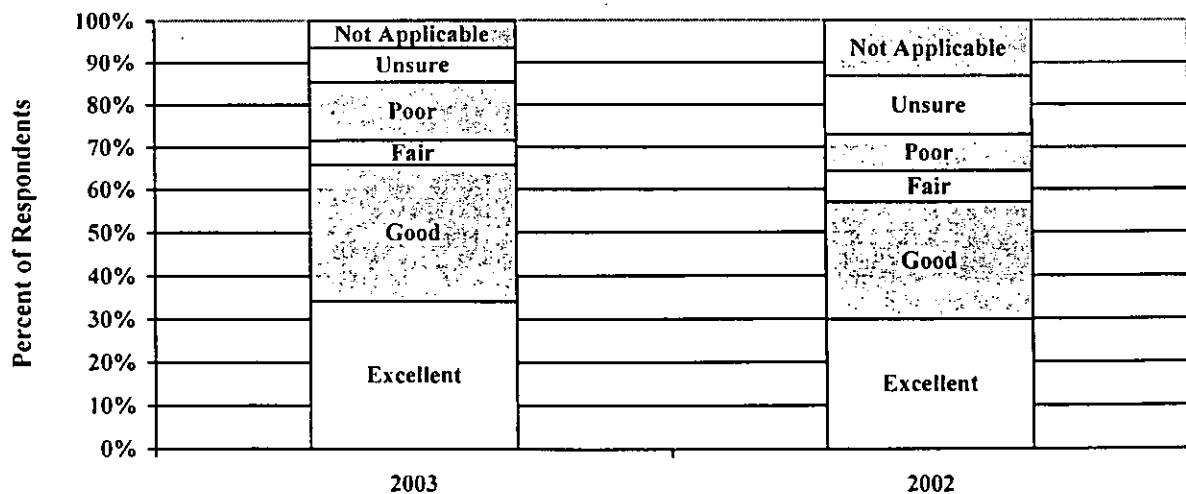
To compare the types of comments, the number of categories was reduced by eliminating complex or joint-designations. Responses previously given complex or joint-designations are counted twice, once for each category. For example, a *complaint/request* would be counted once as a complaint and once as a request. Doing this reduces the number of element categories and subsequently the degrees of freedom in a Chi-squared test in order to avoid the distortions posed by a large number of categories, some of which have few observations. Thus configured (Figure 12), there are no significant differences in the type of comments received from 2002 to 2003 ($X^2_{(\alpha = 0.05, df = 4)} = 6.026$).

**Figure 12. Types of Comments Received from Internet Respondents:
2002 & 2003**



There were no significant differences ($X^2_{(\alpha = 0.05, df = 5)} = 8.241$) in overall satisfaction (Figure 13). When unsure responses and non-responses are omitted, the difference is also not significant ($X^2_{(\alpha = 0.05, df = 4)} = 1.662$).

Figure 13. Overall Satisfaction, Internet Respondents: 2002 & 2003



For six of the seven elements of customer service (Figure 14), there were no significant differences between the response patterns. The difference for the item “Knowledgeable” was statistically significant ($X^2_{(a=0.05, df=3)} = 8.57$) with a decrease in the portion of non-responses and an increase in the portion of “somewhat” responses from 2002 to 2003.

Figure 14. Elements of Customer Service, Internet Respondents: 2002 & 2003

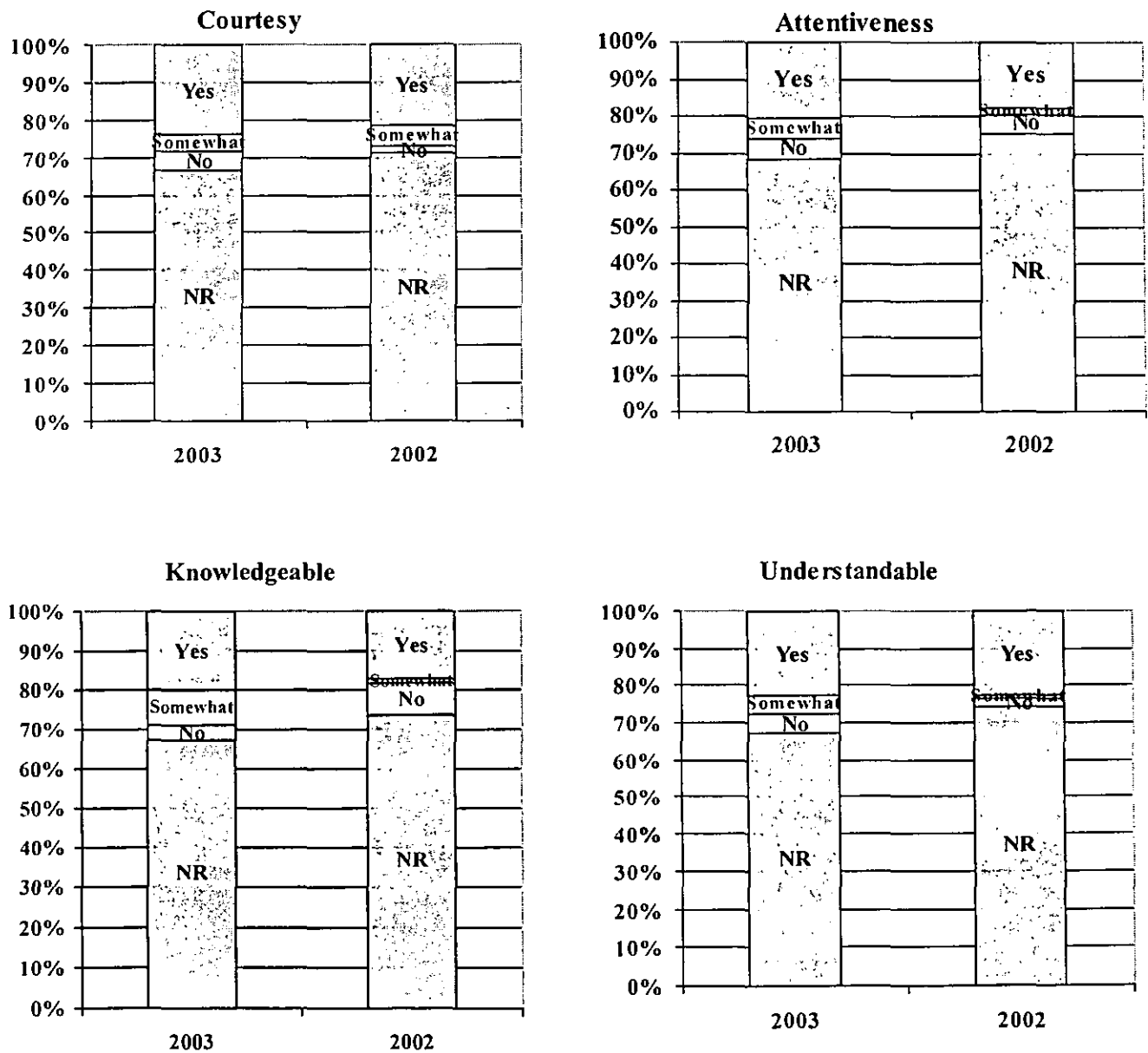
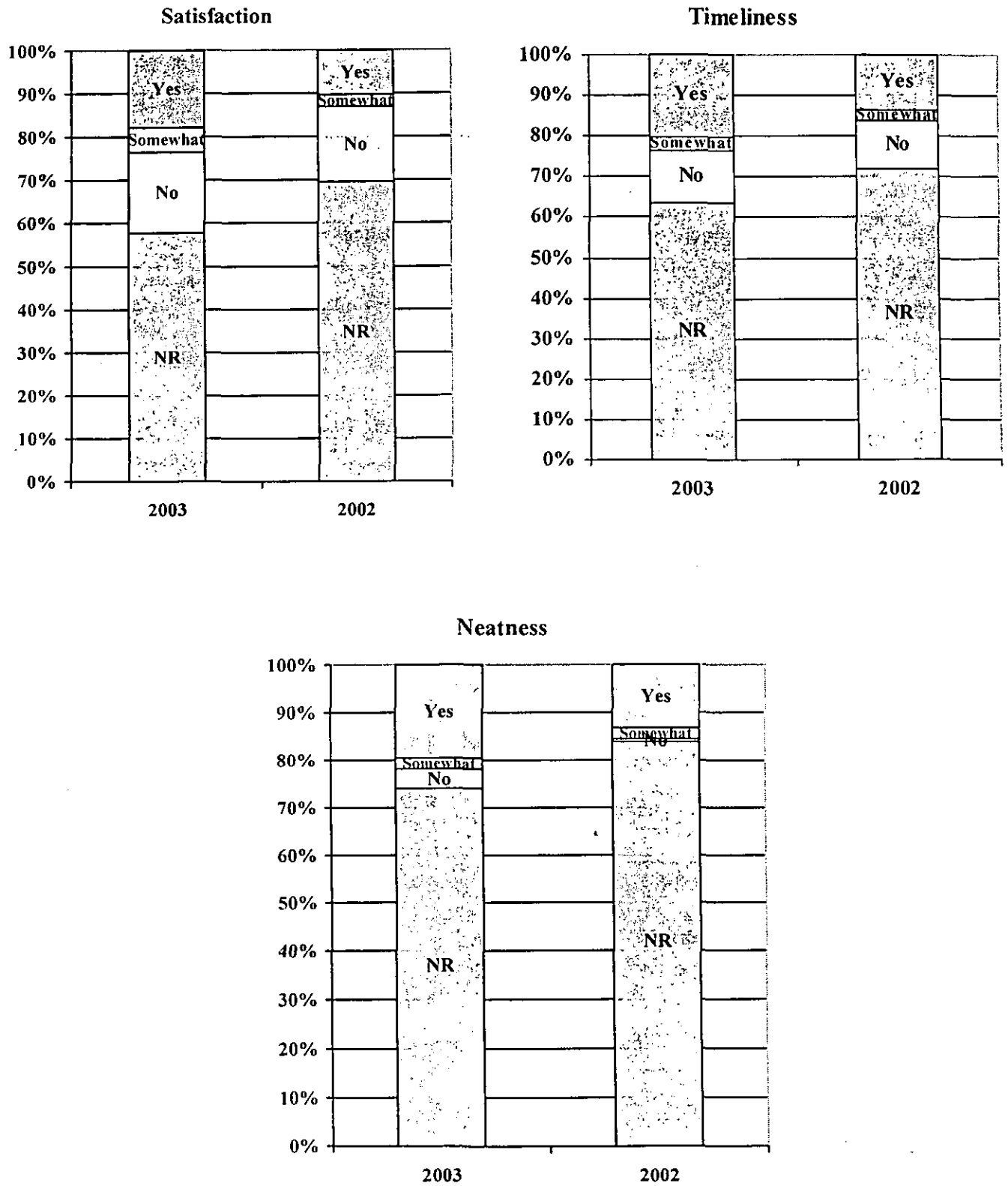


Figure 14. Elements of Customer Service, Internet Respondents: 2002 & 2003 (Continued)



Conclusion

According to the internet comment card respondents, the Department does well in providing quality service for its customers. Two-thirds of the respondents gave the Department “good” or “excellent” ratings for overall satisfaction, a small (and insignificant) increase from 2002.

The Department also performed well in meeting the customers’ expectations for the individual elements of quality customer service. When asked if the Department employees with whom they interacted were courteous, attentive, knowledgeable, understandable, timely, neat, and ultimately satisfactory, more respondents said “yes” or “somewhat” than “no.”

A wider look at the pattern of responses suggests that this sample may not capture the full range of the population that deals with the Department. Most of the individuals who used the internet comment form seemed to do so with some utilitarian purpose and may not have been prepared or disposed to provide a thoughtful critique of the Department. Two-thirds of the internet comment card respondents used the instrument to transmit a request or suggestion, more as a tool to gather information than a forum for their views or opinions. The fact that majority of respondents did not provide answers for the questions pertaining to the elements of customer service for the last two years presents some evidence for this..

Other questionnaires, the comment cards and “special occasion” surveys, provide additional opportunities for public input. These will be examined in the following chapters.

Chapter 3. Customer Comment and Suggestion Cards

Customer comment and suggestion cards, available at various sites throughout the state, give respondents an additional opportunity to submit comments, complaints, and requests to the Department. Customer comment boxes are available at 20 sites managed by the Department (Box 6).

Customer comment cards encourage the submission of comments and suggestions and, if applicable, the location of the service incident (Appendix 2). Respondents are asked to provide, at their option, occupation, parish of residence, name, street address, telephone number, and electronic mail address. Respondents are asked to determine whether the service they received was consistent with each of the seven elements of the minimum customer service standards for courtesy, attentiveness, clearness, knowledge, satisfaction, timeliness, and cleanliness.

Box 6

Customer Comment and Suggestion Card Box Locations

A. Baton Rouge Headquarters

Main Lobby

B. District Offices

(1) Minden (2) Monroe (3) Alexandria/Pineville (4) Ferriday (5) Lake Charles
(6) Opelousas (7) Baton Rouge Annex (8) New Orleans (9) Thibodaux

C. Marine Fisheries Facilities

(1) Bourg (2) Slidell

D. Inland Fisheries Facilities

(1) New Iberia (2) LaComb Fish Hatchery

E. Fur and Refuge Facilities

(1) Rockefeller Wildlife Refuge

F. Wildlife Facilities

(1) Dewey Hills Wildlife Management Area (WMA) (2) Sherburne WMA
(3) Woodworth Firing Range

G. Education Facilities

(1) Waddill WMA (2) Booker-Fowler Fish Hatchery

Space did not permit the inclusion of questions regarding outdoor recreational activities on the customer comment cards. Thus, unlike the previous analysis of the internet comment card responses, this section includes no information regarding the recreational activities of the comment card respondents.

Earlier editions of customer comment cards did not contain a question regarding overall satisfaction with the Department. This question was included on new editions of the card. Not all the cards submitted in 2003 contained the overall satisfaction question.

The Department received 43 customer comment cards in 2003. This reverses a three-year of decline from 71 in 2000 to 47 in 2001 and 30 in 2002. Customer comment cards represented 25.8 percent of all comments (internet comments plus comment cards) received in 2003, up from 14.7 percent in 2002.

Only 16 requested a personal response. Eighteen provided a name. Fifteen of these provided a telephone number and 11 a complete mailing address (street or post office box, city, state, and ZIP code). Four provided an e-mail address.

Locations Where Comment Cards Were Received

Only 8 of the 20 customer comment and suggestion box locations throughout the state recorded any customer comment cards (Figure 15) in 2003. Of the 43 comments, 19 came from the Headquarters Building and 13 from the New Orleans Office.

Residence of Comment Card Respondents

Only three comment cards came from residents of states other than Louisiana, one from Colorado and two from Mississippi. Considering only the 34 Louisiana residents who identified the parish of residence (Figure 16), the most common area of residence was the

Figure 15. Location Where Comments Cards Were Received

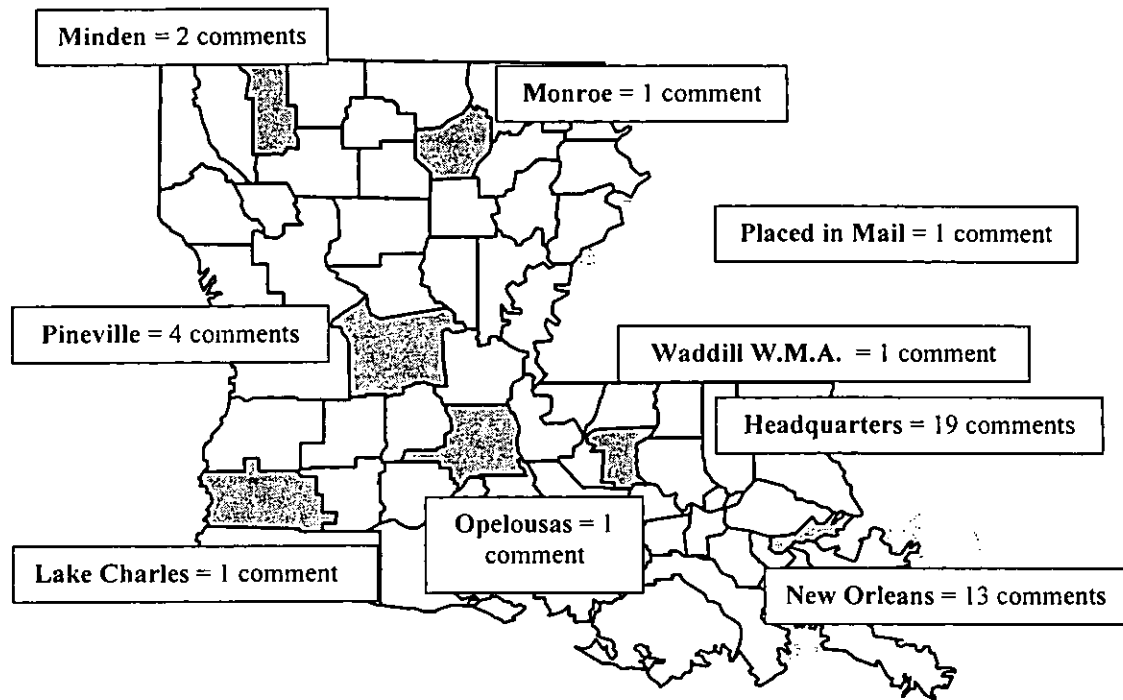
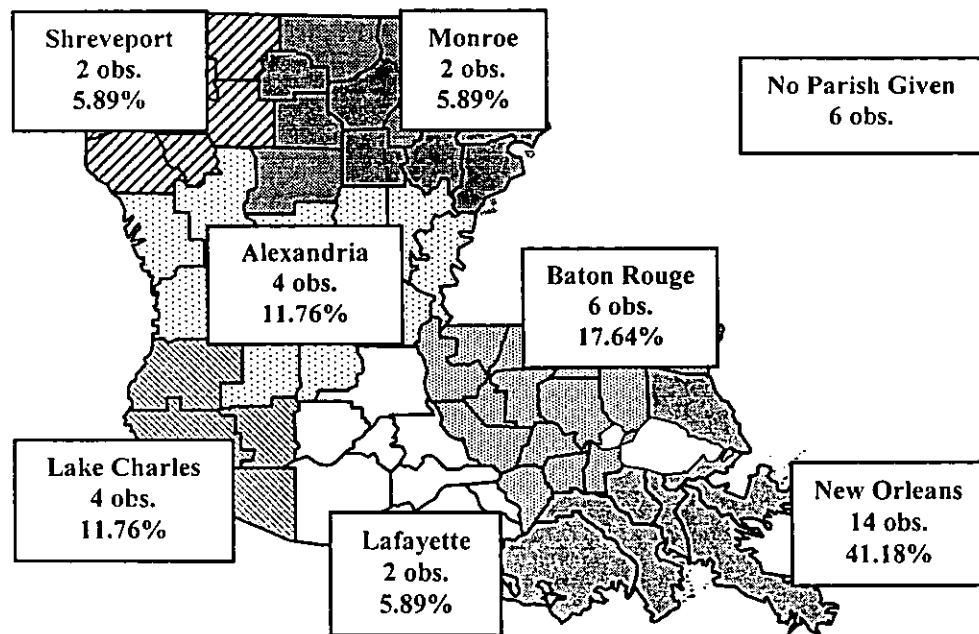


Figure 16. Parish Regions of Residence for Comment Card Respondents by Louisiana Metropolitan Areas, 2003



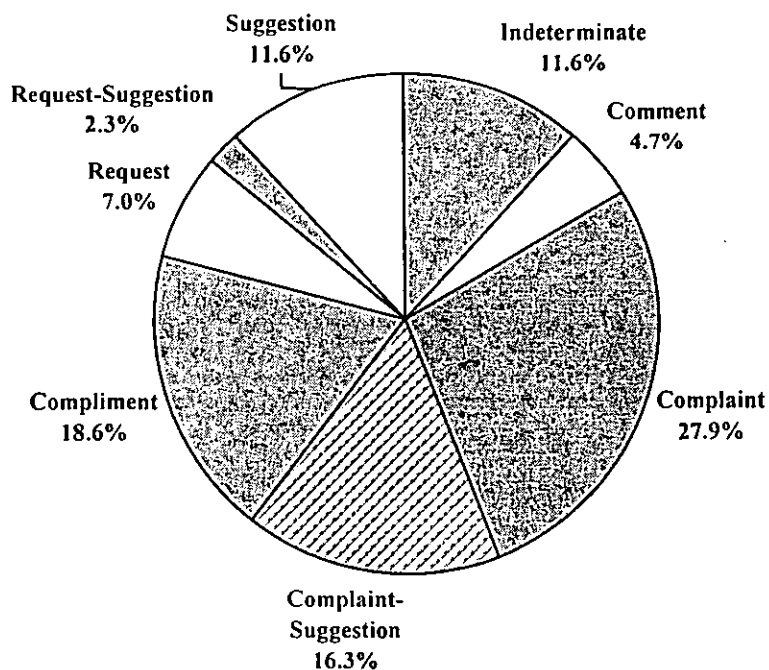
New Orleans area (41.2 percent), followed by Baton Rouge (17.6 percent). The distribution of state resident respondents among the seven areas of residence did not differ significantly from the distribution of the state's population reported by the U.S. Census Bureau ($X^2_{(a = 0.05, df = 6)} = 4.936$).

Types of Comments

For customer comment cards (Figure 17), the most common category was the complaint. Simple complaints and complaint/suggestions account for 44.2 percent of all comment cards. All categories of suggestions accounted for 30.2 percent of all requests for 9.31 percent.

Five comments were categorized as indeterminate. Two were blank, except for the elements of customer service items. Another urged a ban on shrimp imports, a policy beyond the responsibility of the Department of Wildlife and Fisheries. Two appeared to be pranks.

Figure 17. Types of Comments (with Compound Categories): Comment Cards



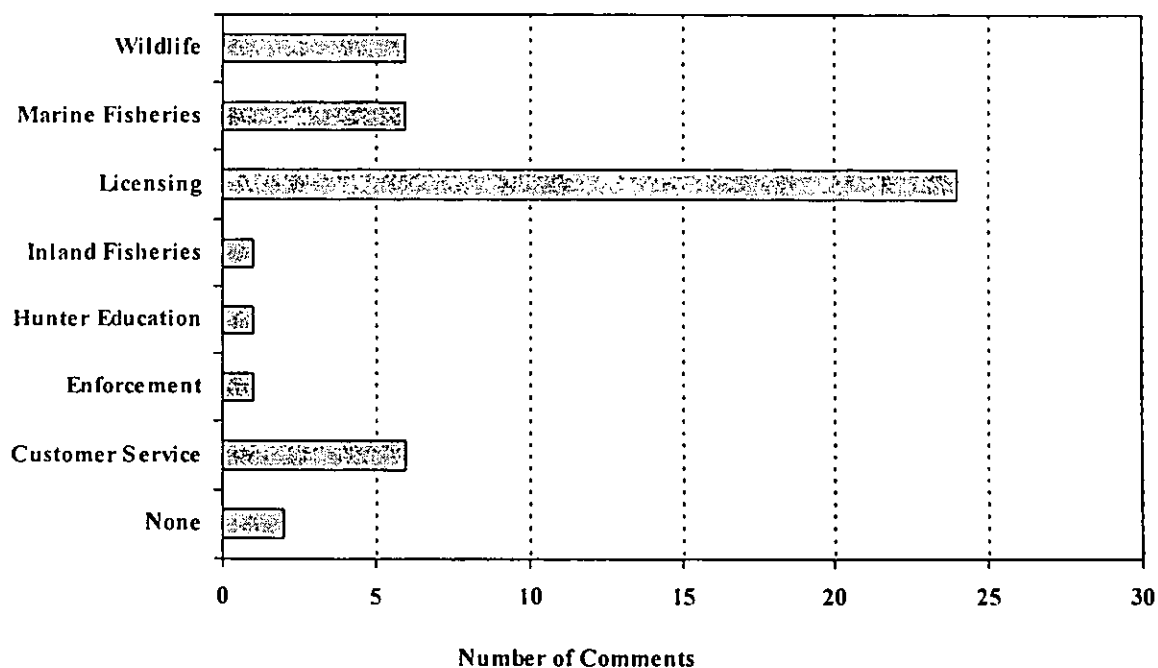
Administrative Units to Which Comments Were Sent

The most common administrative unit to which comment cards were sent (Figure 18) was the Licensing Section (55.8 percent). Six were directed to the Wildlife Section. Three comments were sent to both the Licensing and Wildlife Divisions and another to both the Licensing and Marine Fisheries Division. Two comments that lacked a coherent message were probably prank cards and were sent to no particular section or division.

Types of Comments Sent to Various Administrative Units

Table 10 shows the types of comments that were sent to the various administrative units throughout the Department. A compound comment, i.e., a complaint/suggestion, would be counted twice in this presentation, once in the complaint column and again in the suggestion column. Similarly, comments sent to two units appear once in each row.

Figure 18. Administrative Units to Which Comment Cards Were Sent, 2003



**Table 10. Types of Comments Sent to Various Administrative Units,
Comment Cards, 2003**

	Comment	Complaint	Compliment	Request	Suggestion	Indeterminate
Customer Service	0	0	1	2	1	2
Enforcement	0	1	0	0	0	0
Hunter Education	0	1	0	0	0	0
Inland Fisheries	0	0	0	1	1	0
Licensing	2	14	5	0	9	0
Marine Fisheries	0	4	0	1	1	1
Wildlife	0	1	4	0	1	0
None	0	0	0	0	0	2

Although the plurality of comments directed to the Licensing section were complaints, that section did receive an equal number of compliments and suggestions. The Marine Fisheries Division received 4 complaints and the Wildlife Division 4 compliments.

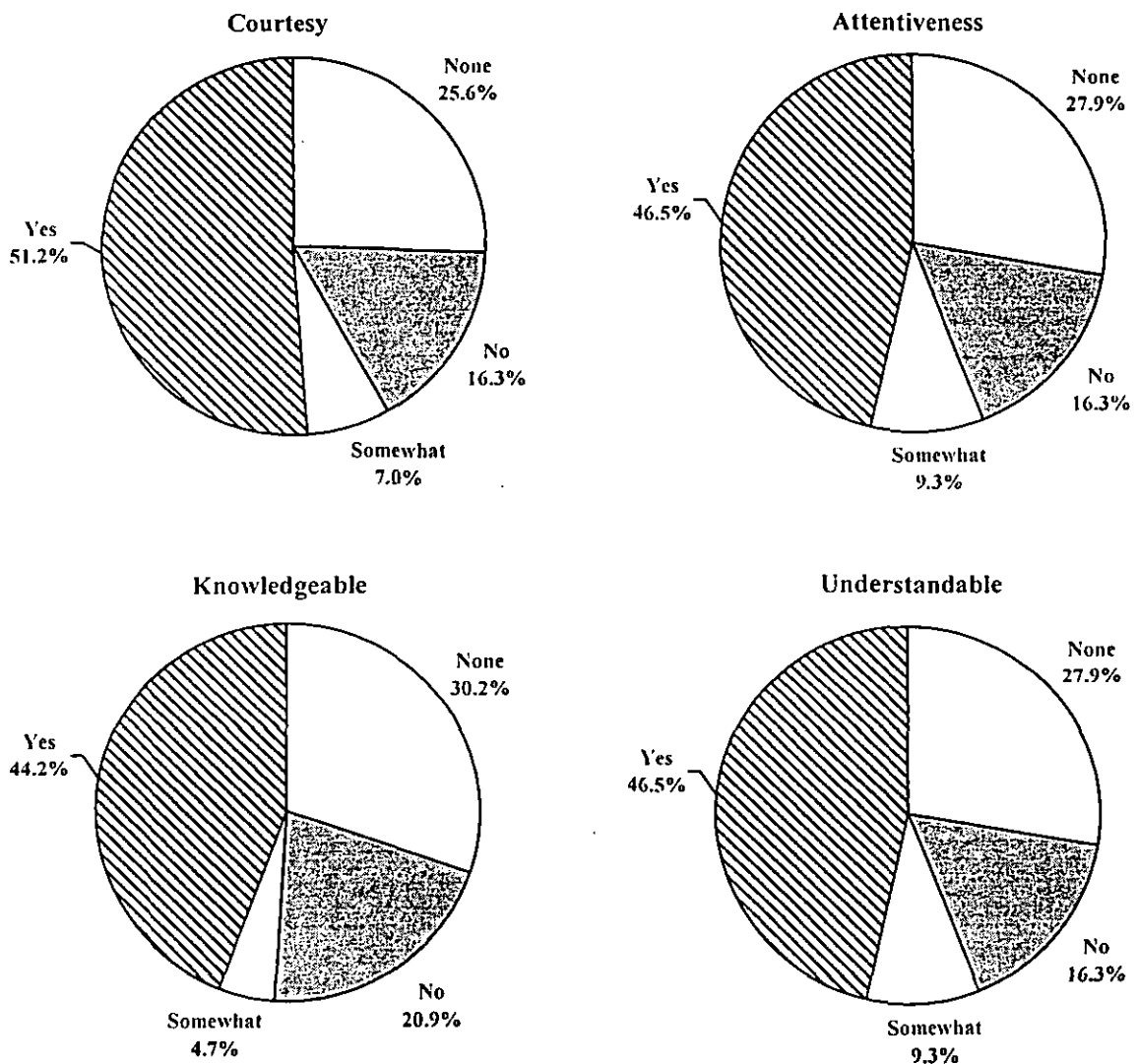
Consistency with Minimum Customer Service Standards

For six of the customer elements (Figure 19), "Courtesy", "Attentiveness", "Understandable", "Knowledgeable", "Timeliness", and "Neatness", the majority of respondents provided strong positive ("yes") or weak positive ("somewhat") responses. "Neatness" received the largest share of strong positive responses ("yes", 58.1 percent) and weak positive responses ("somewhat", 2.3 percent). "Courtesy" was close behind with 51.2 percent "yes" and 7.0 percent "somewhat."

For the item, "Satisfaction," the share of "No" responses (23.3 percent) was slightly larger than that for all other items and the share of "Yes" (46.5 percent) responses was equal to or larger than that for three other items ("Attentiveness", "Understandable", and "Knowledgeable").

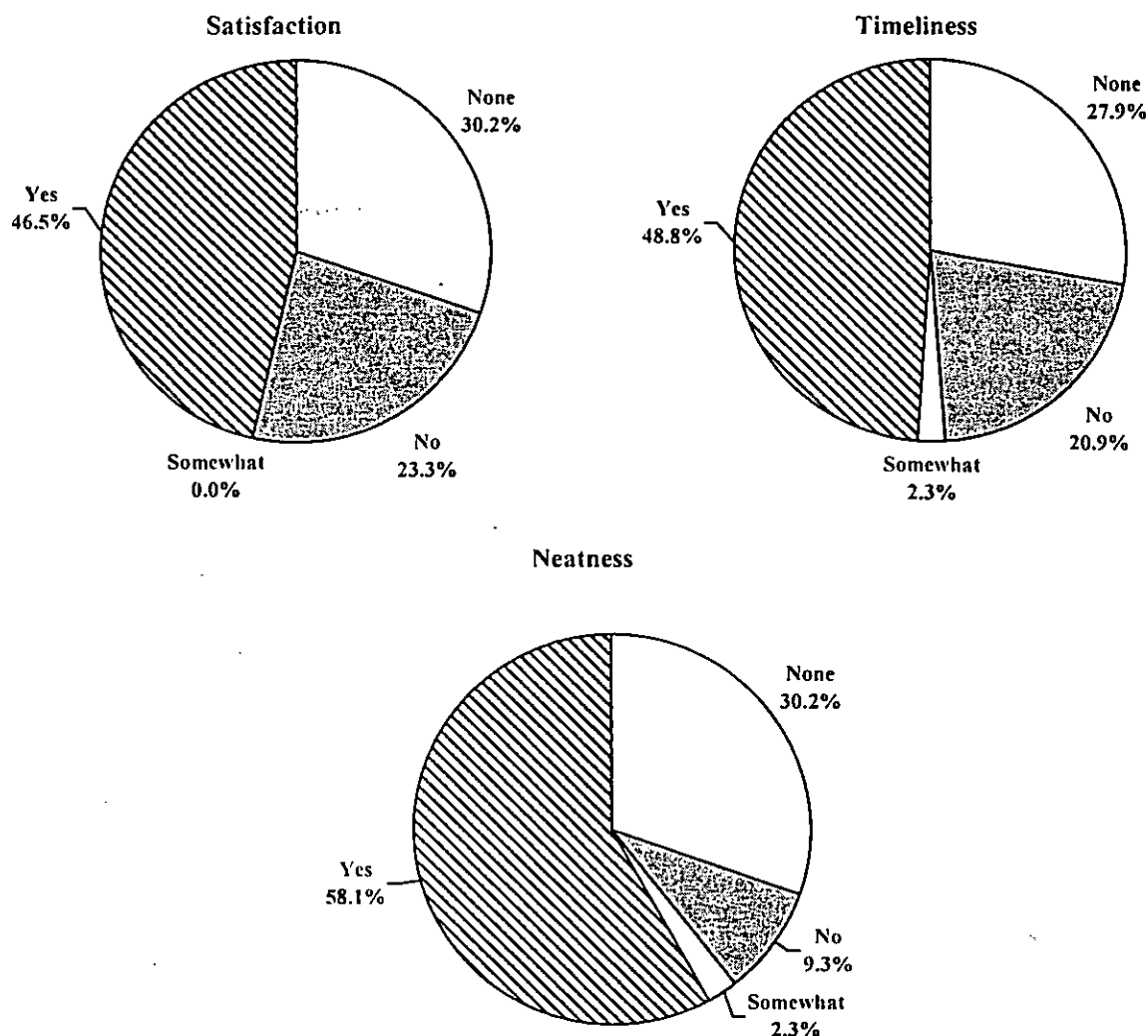
For customer comment cards, there were considerable numbers of non-responses³ for each of the seven questions aimed at measuring the attainment of customer service standards. Non-responses ranged from 11 (25.6 percent) for “Courtesy” to 13 (30.2 percent) for “Knowledgeable”.

Figure 19. Elements of Customer Service: Comment Cards, 2003



³ In contrast to the internet comment form, the customer comment cards featured was no “Does Not Apply” alternative. Thus, all non-responses for comment cards are classified as “None.”

Figure 19. Elements of Customer Service: Comment Cards, 2003 (Continued)



Correlation among the Elements of Customer Service

Table 11 presents the correlation between the item "Courtesy" and the other elements of customer service. The correlation coefficient for the items "Courtesy" and "Attentiveness" ($\rho = 0.9371$) indicates a high degree of correlation between these two items. For example, 20 respondents who provided a "yes" response for "Courtesy" provided an identical response for "Attentiveness." Seven respondents reported "no" for both items and 3 reported "somewhat" for both items. This concurrence in responses extends even to those who did not answer the question. Eleven people who gave no answer for "Courtesy" did not

provide an answer for "Attentiveness" either. Correlation coefficients (0.878 or higher) for "Courtesy" and the other items indicate a similarly high degree of correlation with all the other elements of customer service.

Table 11. Correspondence between "Courtesy" and Other Items

$\rho = 0.9371$		Attentiveness			
Courtesy		None	No	Somewhat	Yes
	None	11	0	0	0
	No	0	7	0	0
	Somewhat	0	0	3	0
	Yes	1	0	1	20
$\rho = 0.8780$		Knowledgeable			
Courtesy		None	No	Somewhat	Yes
	None	11	0	0	0
	No	0	7	0	0
	Somewhat	0	1	1	1
	Yes	2	1	1	18
$\rho = 0.9339$		Understandable			
Courtesy		None	No	Somewhat	Yes
	None	11	0	0	0
	No	0	6	1	0
	Somewhat	0	0	2	1
	Yes	1	1	1	19
$\rho = 0.8958$		Satisfaction			
Courtesy		None	No	Somewhat	Yes
	None	11	0	0	0
	No	0	7	0	0
	Somewhat	0	2	0	1
	Yes	2	1	0	19
$\rho = 0.9357$		Timeliness			
Courtesy		None	No	Somewhat	Yes
	None	11	0	0	0
	No	0	7	0	0
	Somewhat	0	2	0	1
	Yes	1	0	1	20
$\rho = 0.8958$		Neatness			
Courtesy		None	No	Somewhat	Yes
	None	11	0	0	0
	No	1	4	0	2
	Somewhat	0	0	0	3
	Yes	1	0	1	20

Tables 12 – 16 present the correspondence between the other items. In the interest of conciseness, the correlation between two items is reported only once. (The correlation between “Courtesy” and “Attentiveness”, for example, is recorded in table 11 but not repeated in table 12.) There is a high degree of correlation between all the remaining items. Indeed, all the items included in these tables have correlation coefficients of 0.9 or greater except for “Knowledgeable” and “Neatness” ($\rho = 0.8938$) and “Satisfaction” and “Neatness” ($\rho = 0.8928$).

Table 12. Correspondence between “Attentiveness” and Other Items

Attentiveness	$\rho = 0.9382$	Knowledgeable			
		No Response	No	Somewhat	Yes
	No Response	12	0	0	0
	No	0	7	0	0
	Somewhat	0	2	1	1
	Yes	1	0	1	18
Attentiveness	$\rho = 0.9979$	Understandable			
		No Response	No	Somewhat	Yes
	No Response	12	0	0	0
	No	0	6	1	0
	Somewhat	0	1	2	1
	Yes	0	0	1	19
Attentiveness	$\rho = 0.9382$	Satisfaction			
		No Response	No	Somewhat	Yes
	No Response	12	0	0	0
	No	0	7	0	0
	Somewhat	0	3	0	1
	Yes	1	0	0	19
Attentiveness	$\rho = 0.9985$	Timeliness			
		No Response	No	Somewhat	Yes
	No Response	12	0	0	0
	No	0	7	0	0
	Somewhat	0	2	1	1
	Yes	0	0	0	20
Attentiveness	$\rho = 0.9544$	Neatness			
		No Response	No	Somewhat	Yes
	No Response	12	0	0	0
	No	1	7	0	2
	Somewhat	0	2	0	4
	Yes	0	0	1	19

These high correlation coefficients are fairly consistent with a casual observation of the respondents' practices in completing the comment cards. Many respondents circled right down the column, that is, marking the same alternative ("Yes", "Somewhat", or "No") for every item or statement.

Table 13. Correspondence between "Knowledgeable" and Other Items

Knowledgeable	$\rho = 0.9392$	Understandable			
		No Response	No	Somewhat	Yes
	No Response	12	0	0	1
	No	0	7	2	0
	Somewhat	0	0	2	0
	Yes	0	0	0	19
Knowledgeable	$\rho = 0.9990$	Satisfaction			
		No Response	No	Somewhat	Yes
	No Response	13	0	0	0
	No	0	9	0	0
	Somewhat	0	1	0	1
	Yes	0	0	0	19
Knowledgeable	$\rho = 0.9383$	Timeliness			
		No Response	No	Somewhat	Yes
	No Response	12	0	0	0
	No	0	8	1	0
	Somewhat	0	1	0	1
	Yes	0	0	0	19
Knowledgeable	$\rho = 0.8938$	Neatness			
		No Response	No	Somewhat	Yes
	No Response	12	0	0	1
	No	1	4	0	4
	Somewhat	0	0	0	2
	Yes	0	0	1	18

Table 14. Correspondence between "Understandable" and Other Items

Understandable		Satisfaction			
	$\rho = 0.9382$	No Response	No	Somewhat	Yes
	No Response	12	0	0	0
	No	0	7	0	0
	Somewhat	0	3	0	1
	Yes	0	0	0	19

Understandable		Timeliness			
	$\rho = 0.9974$	No Response	No	Somewhat	Yes
	No Response	12	0	0	0
	No	1	6	1	0
	Somewhat	0	3	0	1
	Yes	0	0	0	20

Understandable		Neatness			
	$\rho = 0.9544$	No Response	No	Somewhat	Yes
	No Response	12	0	0	0
	No	1	4	0	2
	Somewhat	0	0	0	4
	Yes	0	0	1	19

Table 15. Correspondence between "Satisfaction" and Other Items

Satisfaction		Timeliness			
	$\rho = 0.9394$	No Response	No	Somewhat	Yes
	No Response	12	0	0	1
	No	0	9	1	0
	Somewhat	0	0	0	0
	Yes	0	0	0	20

Satisfaction		Neatness			
	$\rho = 0.8928$	No Response	No	Somewhat	Yes
	No Response	12	0	0	1
	No	1	4	0	5
	Somewhat	0	0	0	0
	Yes	0	0	1	20

Table 16. Correspondence between "Timeliness" and "Neatness"

Timeliness		Neatness			
	$\rho = 0.9518$	No Response	No	Somewhat	Yes
	No Response	12	0	0	0
	No	1	4	0	4
	Somewhat	0	0	0	1
	Yes	0	0	1	20

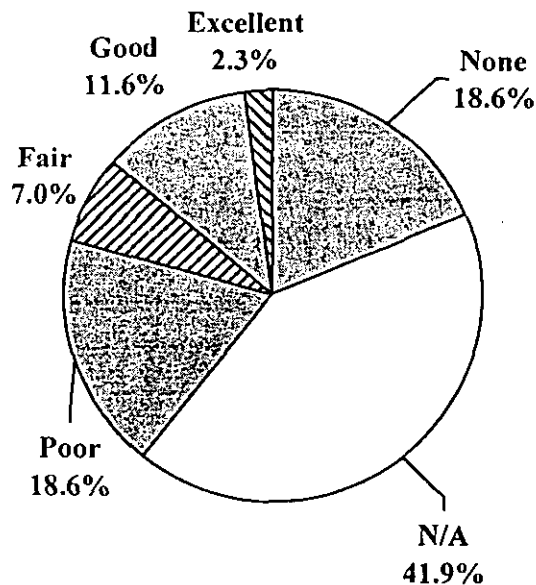
Overall Satisfaction

The customer comment card contained a question eliciting the respondents' level of overall satisfaction. There were four "definite answers" ("Poor"; "Fair", "Good", and Excellent") and a not applicable ("N/A") alternative.

Over 60 percent of the respondents (Figure 20) did not provide "definite answers" to this question. Eighteen marked the not applicable ("N/A") alternative. Eight did not answer the question at all, some having returned older versions of the comment card that did not include the "Overall Satisfaction" question.

The percentage of respondents marking "Poor" (18.6 percent) for overall satisfaction exceeded the percentage of marking "Good" or "Excellent" responses (13.96 percent). One should note, however, that these percentages correspond to fairly small numbers, 8 responses for "Poor"; six for "Good"; and "one for "Excellent."

**Figure 20. Overall Perception of Quality of Service:
Comment Cards**

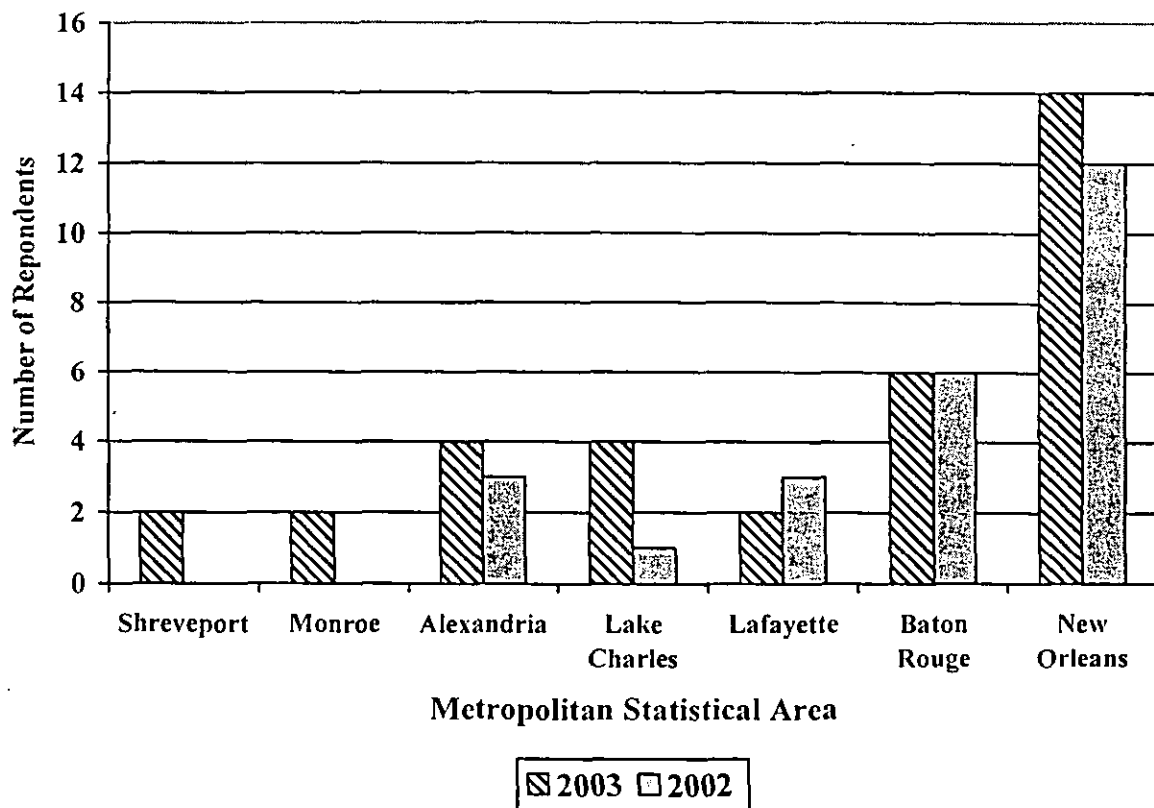


Comparing Customer Comment Cards: 2002 and 2003

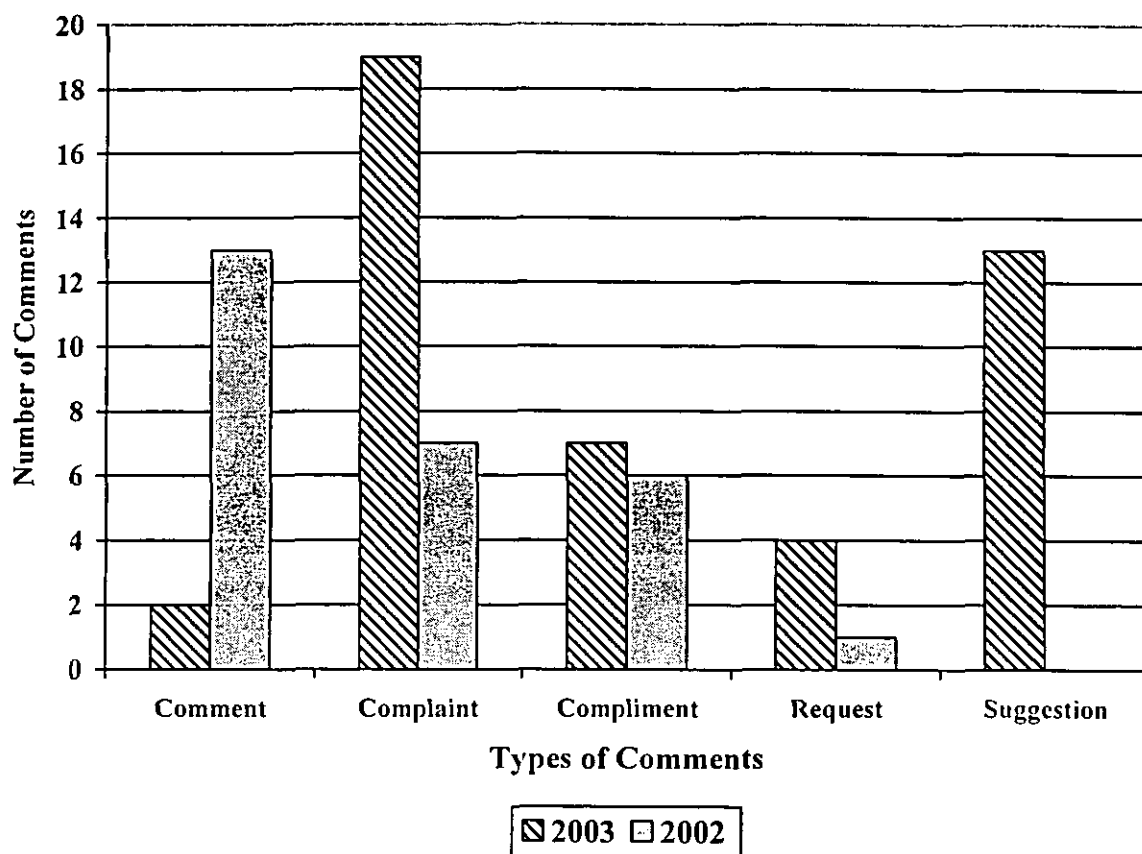
The profile of customer comment and suggestion card respondents shifted somewhat between 2002 and 2003. There were no statistically significant differences for area of residence (Figure 21) ($X^2_{(\alpha = 0.05, df = 8)} = 5.041$). In 2002 as in 2003, the New Orleans and Baton Rouge areas reported the plurality of respondents.

There was a difference for the type of comment ($X^2_{(\alpha = 0.05, df = 4)} = 25.58$) (Figure 22). Compared to 2002, there have been proportionally more complaints and suggestions in 2003 and proportionally fewer comments.

**Figure 21. Area of Residence for Comment Card Respondents:
2002 & 2003**



**Figure 22. Types of Comments Received from Comment Card
Respondents: 2002 & 2003**



There were no statistically significant differences between the responses for five of the elements of customer service (Figure 23): “Courtesy” ($X^2_{(\alpha = 0.05, df = 3)} = 5.696$), “Attentiveness” ($X^2_{(\alpha = 0.05, df = 3)} = 6.664$), “Satisfied” ($X^2_{(\alpha = 0.05, df = 3)} = 4.622$), “Timeliness” ($X^2_{(\alpha = 0.05, df = 3)} = 6.801$), and “Neatness” ($X^2_{(\alpha = 0.05, df = 3)} = 6.607$). There was a statistical difference for the item “Knowledgeable” ($X^2_{(\alpha = 0.05, df = 3)} = 9.796$) which saw a decline in the proportion of “yes” responses from 2002 to 2003. A decline in “yes” responses for “Understandable” between 2002 and 2003 resulted in a statistically significant difference for that item as well ($X^2_{(\alpha = 0.05, df = 3)} = 9.740$).

Figure 23. Elements of Customer Service, Internet Respondents: 2002 & 2003

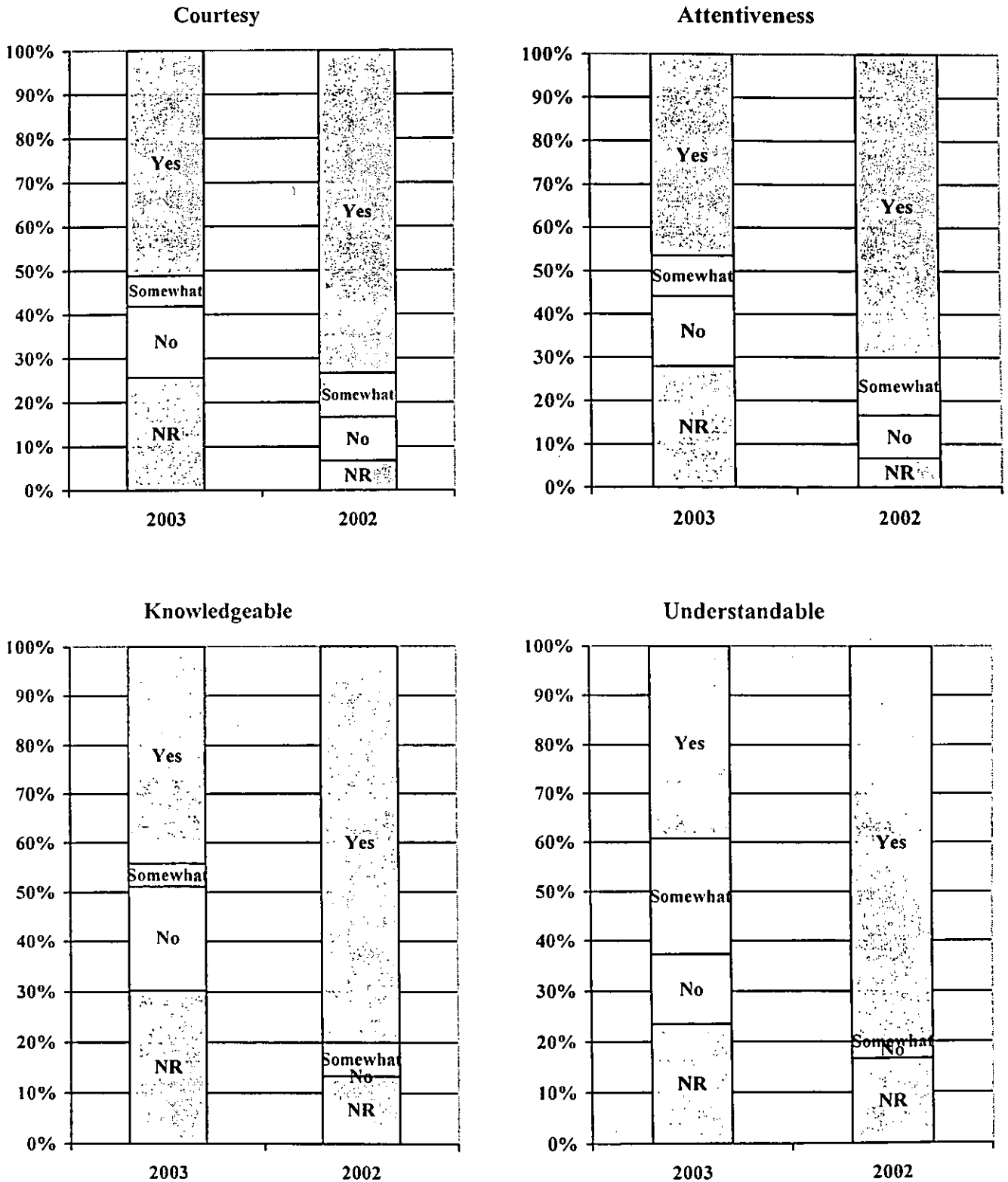
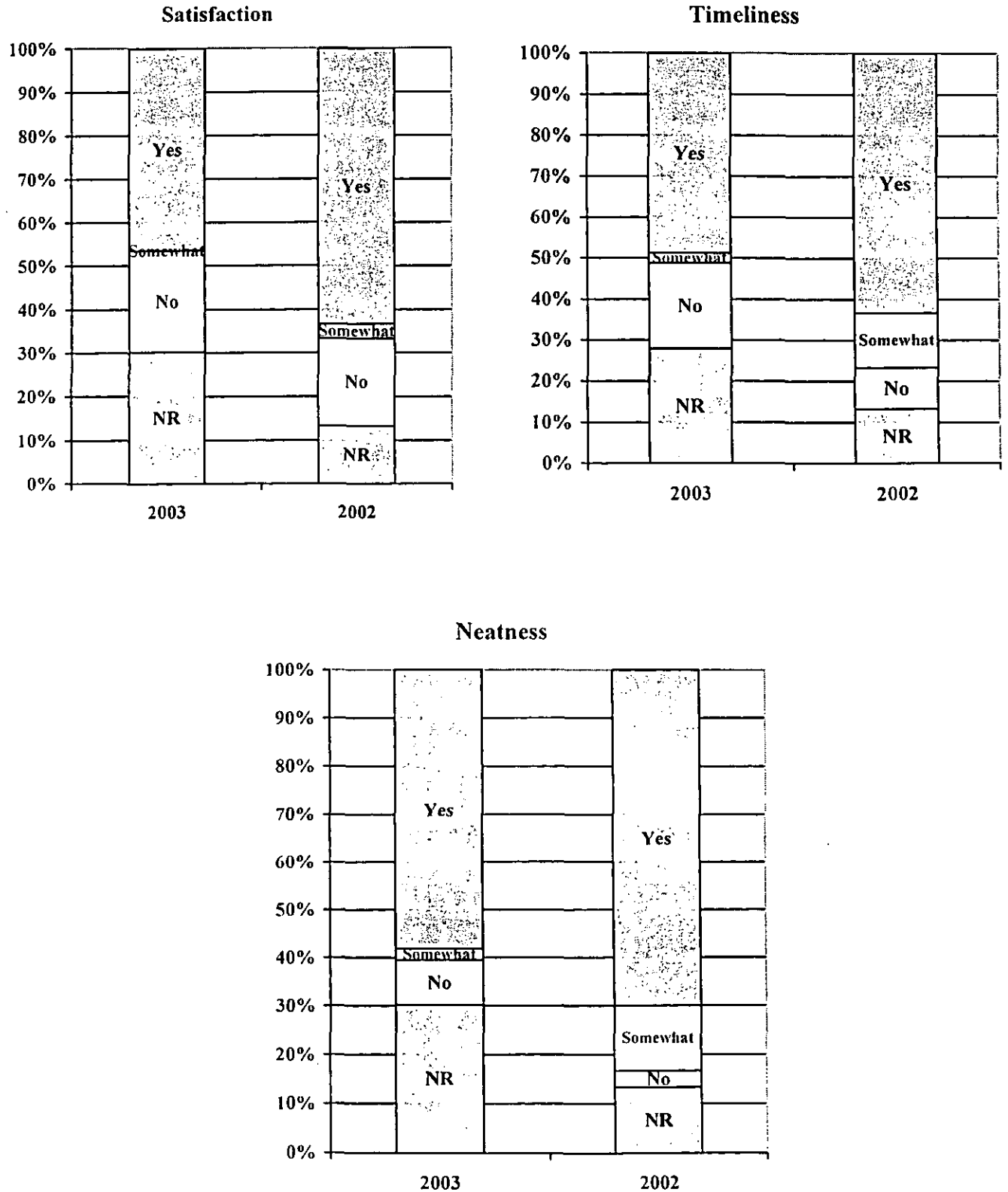


Figure 23. Elements of Customer Service, Internet Respondents: 2002 & 2003 (Continued)



Conclusion

Among comment card respondents, the verdict for the Department's performance in the area of customer service during 2003 was somewhat mixed. A plurality of comments (44.2 percent) was complaints. Among the seven elements of quality customer service, "yes" and "somewhat" responses numbered only a minority for "knowledgeable" and "satisfaction" and a bare majority for timeliness.

Item non-response plagued the comment card sample although to a smaller degree than the internet comment card sample. Between 25 and 30 percent of the respondents did not answer one or more of the questions pertaining to the elements of customer service.

The exclusion of the question regarding overall quality of service from many of the comment cards that were returned contributed to a high non-response rate for this question. Only 17 individuals provided an answer for this question.

The sample of individuals who turned in comment cards may not be representative of the population of people who interact with the Department of Wildlife and Fisheries. Comment cards are time-consuming to complete, perhaps discouraging more people from using them. The cards and drop-boxes, while located in Department facilities across the state, are not always centrally or conveniently placed. Thus, they may escape the notice of many customers who may otherwise fill them. For these reasons, many Wildlife and Fisheries customers may not provide input describing their experience with the Department.

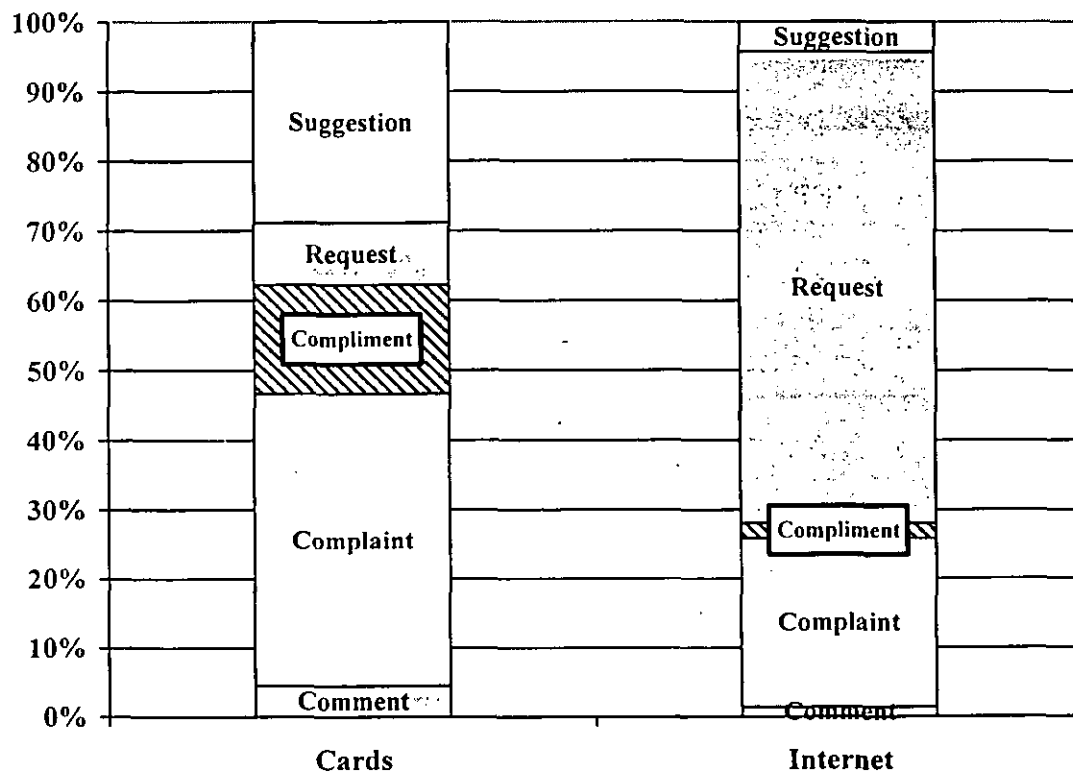
There is some reason to believe that people with complaints are more likely to complete a form than others. This may contribute to a degree of "downward bias" in the internet comment card sample.

Chapter 4. Comparing Internet Comments and Comment Cards: 2002

There were significant differences between internet comment respondents and comment card respondents in locations sent, types of comments, area of residence, and consistency with the elements of the minimum customer service standards.

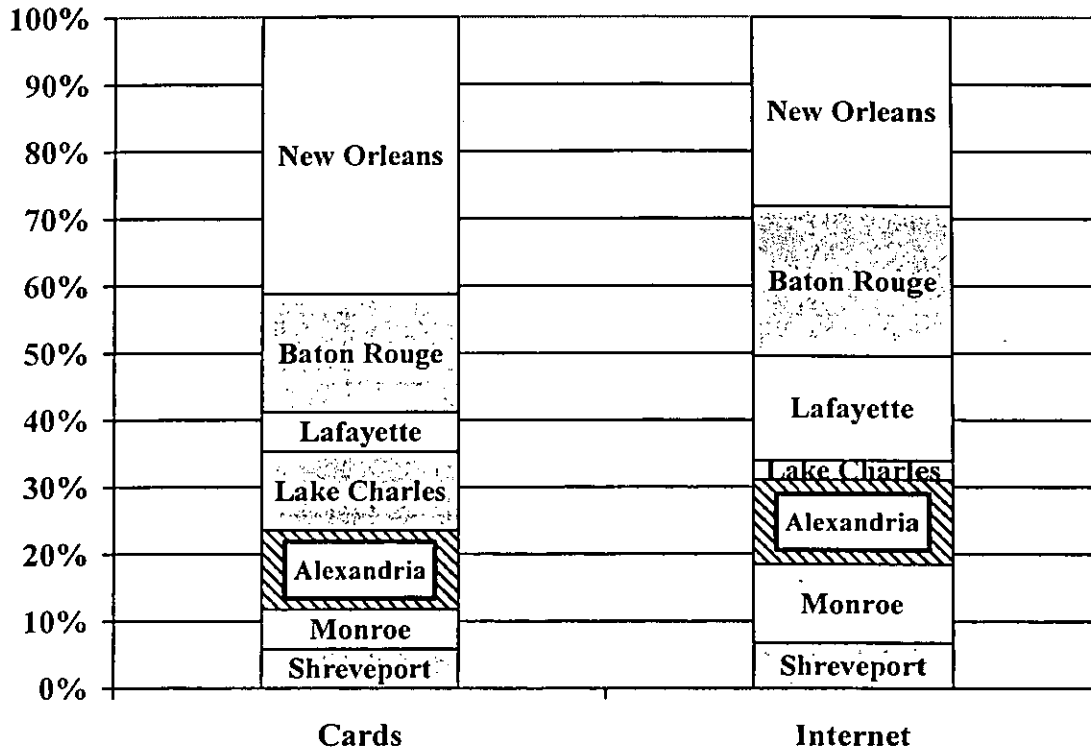
A difference is also noted in the types of comments ($X^2_{(\alpha = 0.05, df = 4)} = 58.26$.) Comment cards contained a large portion of complaints and suggestions (Figure 24), while proportionally a larger amount of internet comments were requests.

Figure 24. Types of Comments, Customer Cards and Internet Respondents: 2003



There were no significant differences in the area of residence (Figure 25) ($X^2_{(\alpha = 0.05, df = 8)} = 8.26$). A majority of both the comment card and internet respondents reside in the New Orleans or Baton Rouge areas.

Figure 25. Area of Residence, Comment Card and Internet Respondents: 2003



There were statistically significant differences between comment card and internet respondents in the perceived attainment of the seven elements of the minimum customer service standards (Figure 26). Chi-squared statistics reveal differences between internet comment and comment card respondents for "Courtesy" ($X^2_{(\alpha = 0.05, df = 3)} = 23.04$), "Attentiveness" ($X^2_{(\alpha = 0.05, df = 3)} = 21.91$), "Knowledgeable" ($X^2_{(\alpha = 0.05, df = 3)} = 27.57$), "Understandable" ($X^2_{(\alpha = 0.05, df = 3)} = 21.26$), "Satisfied" ($X^2_{(\alpha = 0.05, df = 3)} = 17.86$) as well as "Timeliness" ($X^2_{(\alpha = 0.05, df = 3)} = 18.18$) and "Neatness" ($X^2_{(\alpha = 0.05, df = 3)} = 27.45$).

Figure 26. Elements of Customer Service, Comment Cards & Internet Respondents: 2003

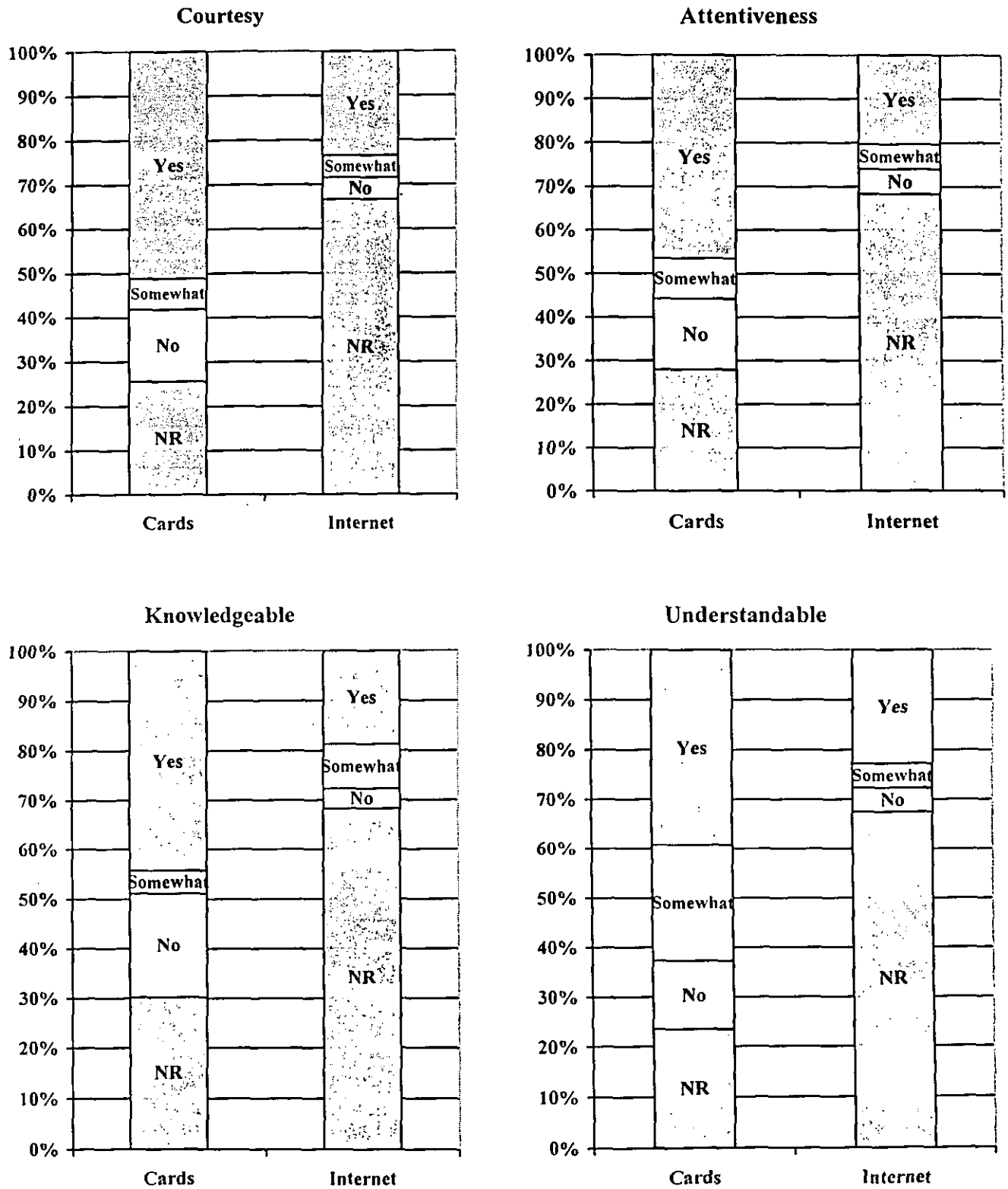
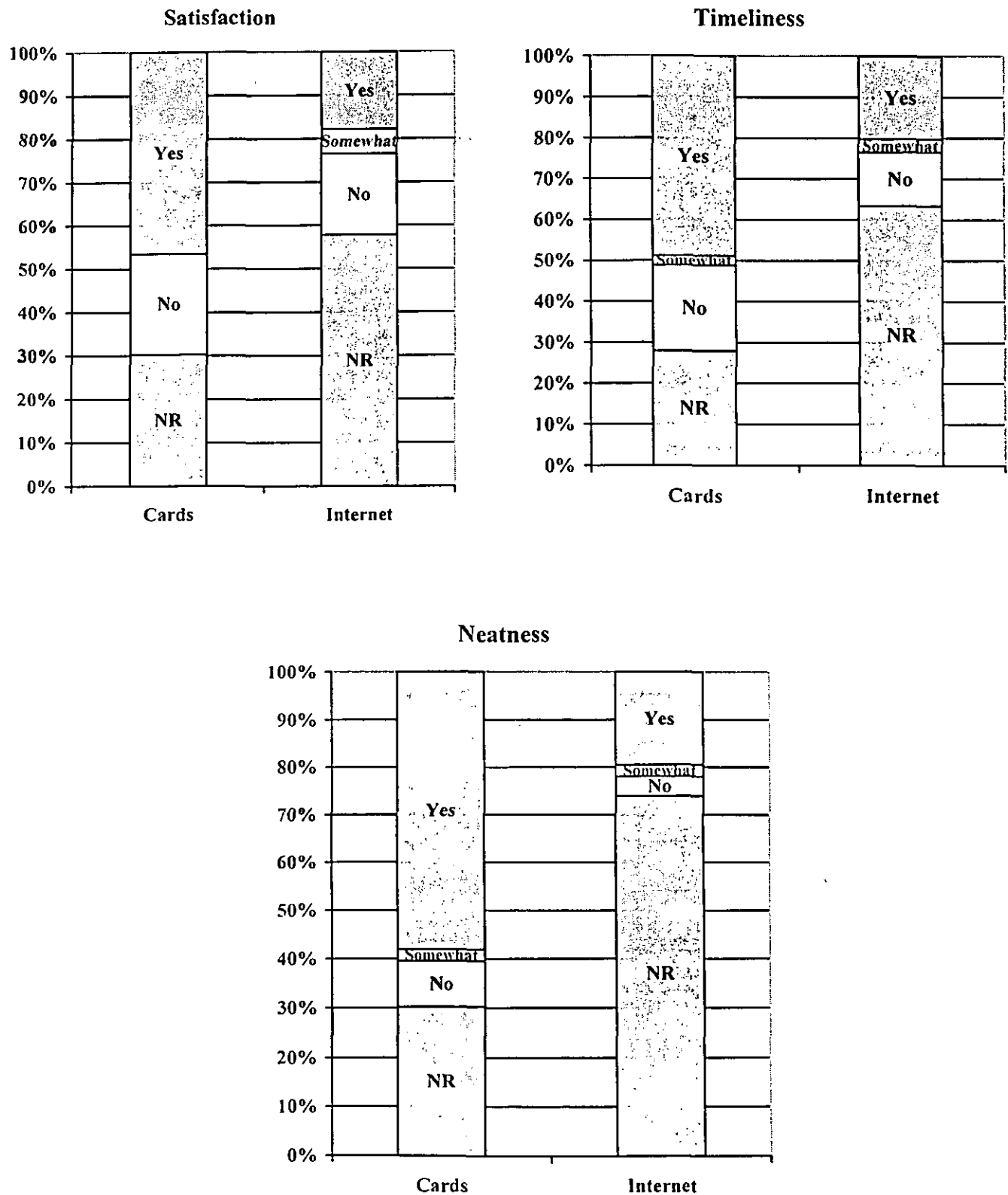
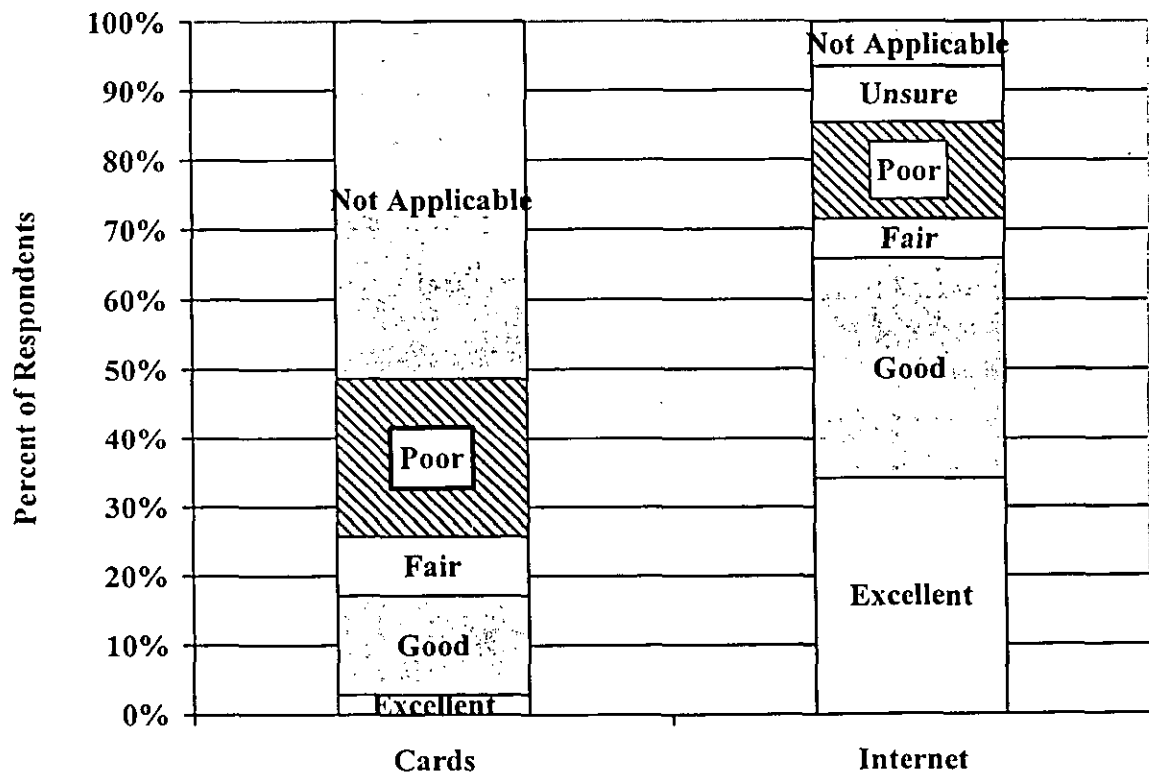


Figure 26. Elements of Customer Service, Comment Cards & Internet Respondents (Continued)



The differences in the responses were largely attributable to the substantially larger portion of non-responses among internet comment responses. Eliminating non-responses from both samples removes many of the differences. Chi-squared statistics indicate no statistical differences, once non-responses are omitted, for "Courtesy" ($X^2_{(\alpha = 0.05, df = 2)} = 0.94$), "Attentiveness" ($X^2_{(\alpha = 0.05, df = 2)} = 0.466$), "Knowledgeable" ($X^2_{(\alpha = 0.05, df = 2)} = 6.695$), "Understandable" ($X^2_{(\alpha = 0.05, df = 2)} = 0.680$), and "Neatness" ($X^2_{(\alpha = 0.05, df = 2)} = 6.07$), "Satisfied" ($X^2_{(\alpha = 0.05, df = 2)} = 6.804$) and "Timeliness" ($X^2_{(\alpha = 0.05, df = 2)} = 1.58$).

Figure 27. Overall Satisfaction Comment Card & Internet Respondents:2003



There was also a significant difference in the perception of overall quality between comment card and internet respondents (Figure 27). A comparison of the two was complicated by differences in the questions posed to respondents in the respective samples. Both comment cards and internet respondents could choose from among five alternatives: "Poor", "Fair", "Good", "Excellent" and "Not Applicable." Internet respondents alone were presented a sixth alternative: "Unsure." To adjust for this difference, "Unsure" responses were combined with "Not Applicable" alternative for internet respondents. There is evidence of statistical differences ($\chi^2_{(\alpha = 0.05, df = 5)} = 46.07$) between the samples. Among other differences, there was a higher share of non-responses in the internet sample.

After the non-responses are removed, statistically significant differences remain ($\chi^2_{(\alpha = 0.05, df = 3)} = 14.03$). There is a higher proportion of "Poor" responses among the comment card respondents and a higher share of "Good" and "Excellent" responses among the internet respondents.

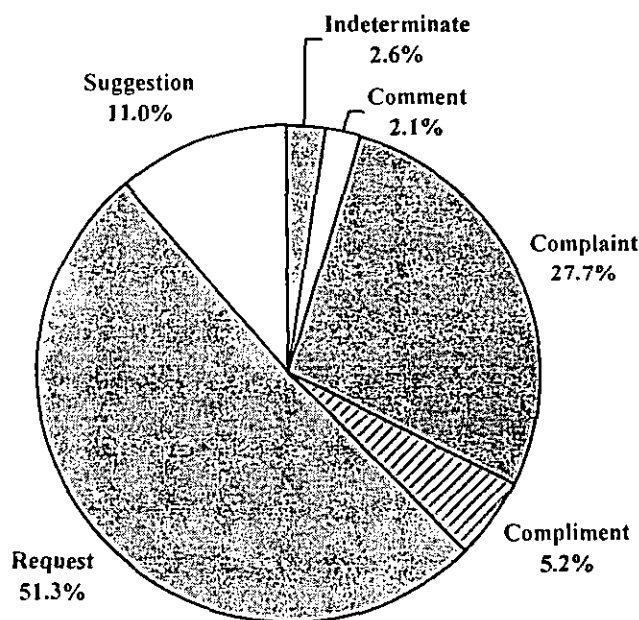
This evidence suggests that the composition of internet comment form respondents and comment card respondents are structurally distinct. Internet respondents are more likely to pose requests or make suggestions. Comment card respondents are more likely to include people responding favorably or unfavorably to a specific incident involving Department employees. Examining them separately provides insight into two different groups who come to the Department for service and assistance.

Chapter 5. Combining Internet Comments and Comment Cards: Combined Sample

To obtain a view of the content and nature of customer comments overall, one can combine the internet comments and comment cards to find a summation of total comments. By doing so, one would hope to gain an overall view of how the public views the Department.

To see what types of comments are directed to the Department of Wildlife and Fisheries as a whole, this analysis constructed “simple categories” instead of the “compound categories” earlier described (in Chapters 2 and 3). One comment, for example, a “Complaint-suggestion” would be counted twice, once in each category. Most (51.3 percent) comments are requests (Figure 28). The second most common type is the complaint (27.7 percent).

**Figure 28. Types of Comments (with Simple Categories):
Combined Samples**



The most common recipient of comments in the combined sample (Figure 29) is the Licensing Section. The Wildlife Section is a distant second.

Figure 30 presents the combined sample's assessment of the Department's compliance with the seven elements of customer service. Here the "None" and "Not Applicable" responses from the Internet sample are combined into one category, "None." The item "Satisfied" has the lowest share of "None" responses (50.6 percent) and "Neatness" the highest (62.7 percent).

The item "Courtesy" has the highest portion of "Yes" responses (30.7 percent). The items "Satisfied" and "Knowledgeable" tie for the lowest share of "Yes" responses (25.3 percent). The item "Satisfied" reported the highest number of "No" responses (19.9 percent). The "Neatness" has the smallest number of "No" responses (5.4 percent).

**Figure 29. Administrative Units to Which Comments Were Sent,
Combined Samples: 2003**

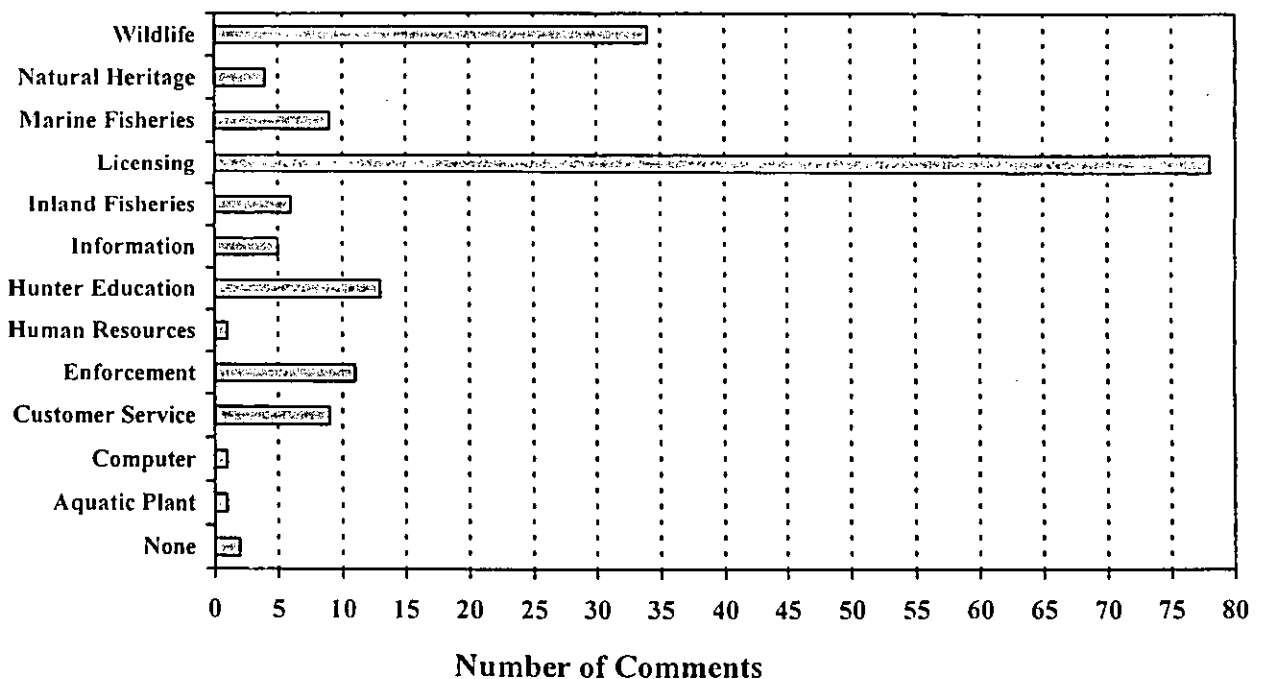


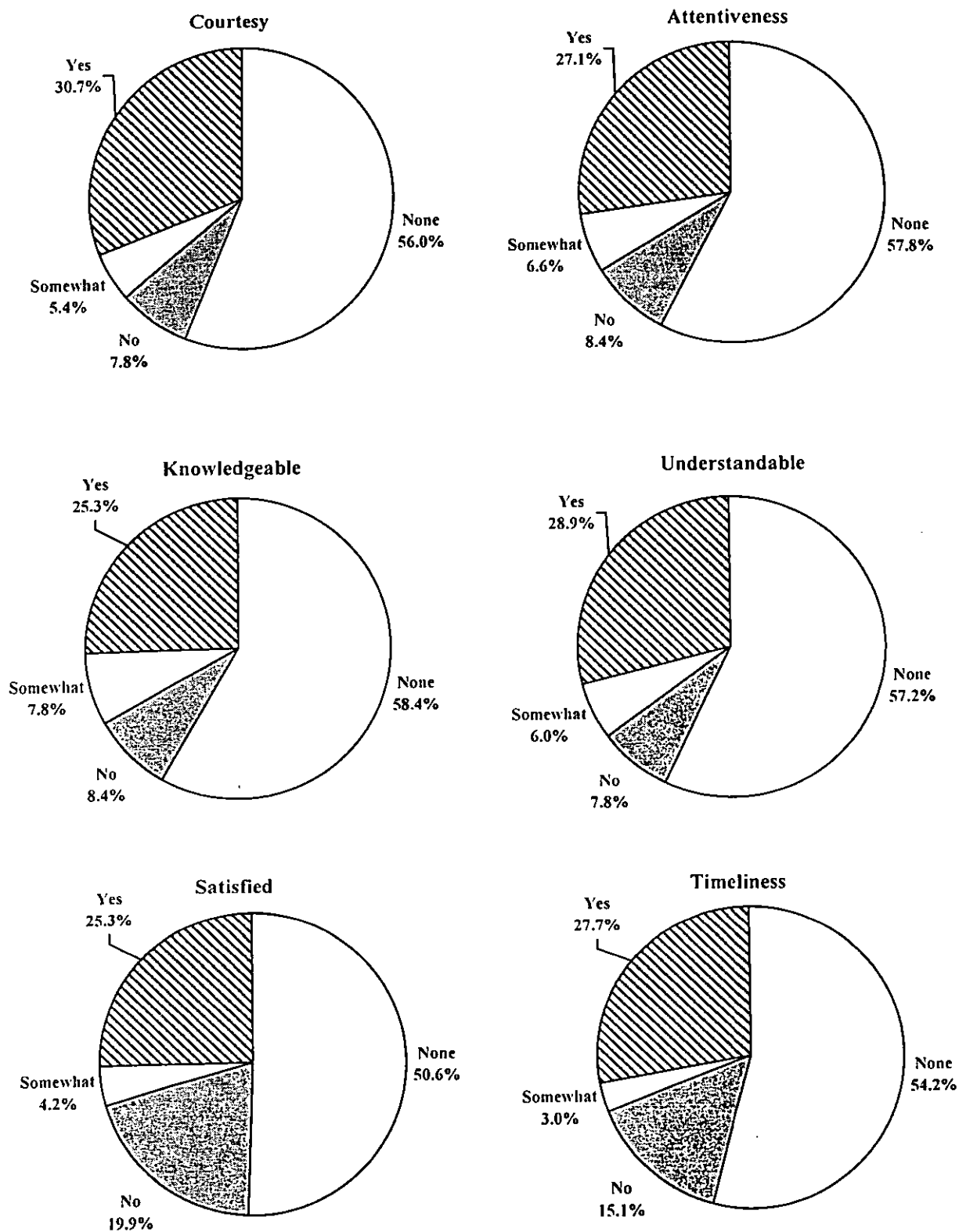
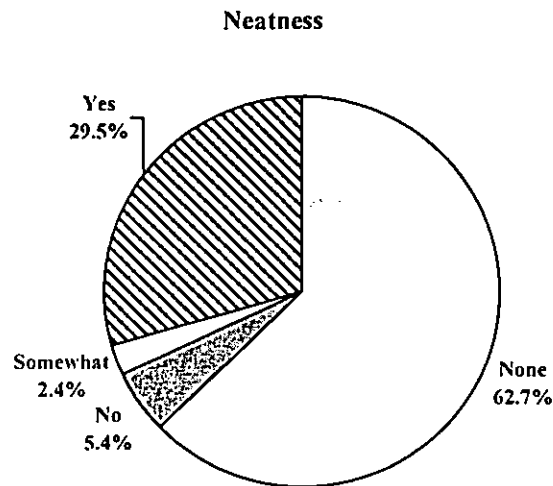
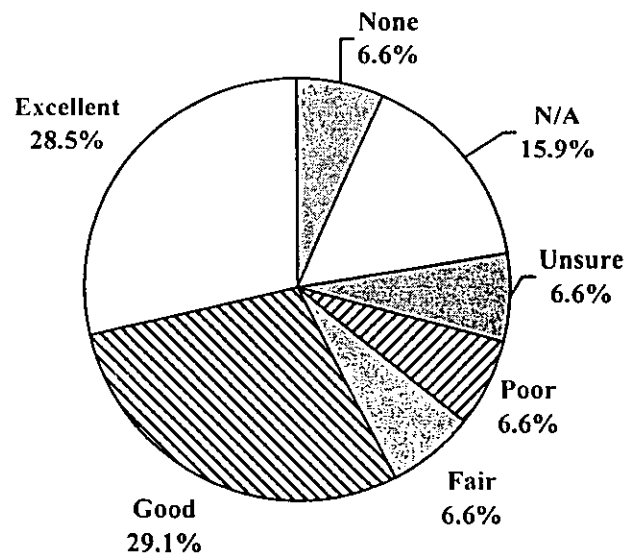
Figure 30. Elements of Customer Service: Combined Samples, 2003

Figure 30. Elements of Customer Service: Combined Samples, 2003 (Continued)

The majority of respondents in the combined sample (57.6 percent) gave the Department “Excellent” or “Good” ratings for overall satisfaction (Figure 31). Over one-quarter (29.1 percent) believed that the item did not apply, provided no answer, or were unsure about the Department’s overall performance.

**Figure 31. Overall Perception of Quality of Service:
Combined Sample, 2003**

A Caveat

Combining internet comments and comment cards is complicated by statistical and methodological differences between the two samples. Previous examination of the two samples revealed differences in locations sent, comment types, and attainment of minimum customer service standards.

The questionnaire format is different for each comment instrument. Several questions included on the internet comment card are absent on the comment card. The effect of these differences may be significant.

Finally, the nature of the internet comment cards and comment cards are very different. They likely come from two different populations and under different conditions. These differences make the combination of the two samples into one methodologically and conceptually difficult. Thus, combining the two data sets to perform statistical analytical is a mathematical procedure with questionable validity. The totals are interesting to note but difficult to interpret.

Chapter 6. National Hunting and Fishing Day Survey, 2001

Every September, on the fourth Saturday of the month, the Department participates in events connected with the National Hunting and Fishing Day, an occasion for promoting wildlife-related recreation across the United States. Customer Service Program participants have participated in recent events held at the Bodcau Wildlife Management Area near Minden (2000), the Monroe Wildlife Management Area (2001), and the Waddill Wildlife Refuge Area in Baton Rouge (1999 and 2002).

On September 28, 2002, the Department's National Hunting and Fishing Day event at the Waddill Wildlife Management Area featured a survey administered to selected members of the public who attended. The questionnaire (Appendix 3) included questions regarding age, gender, residence, outdoor recreation, perceived obstructions to participation, internet use, and the rating of the Department. The Department collected 183 surveys on this occasion. Respondents were mostly male (Figure 32). Nearly one-quarter (24.9 percent) were between 25 and 34 years old and 38.7 percent were between 35 and 44 years old (Figure 34).

Figure 32. Gender of National Hunting and Fishing Day Respondents, 2002

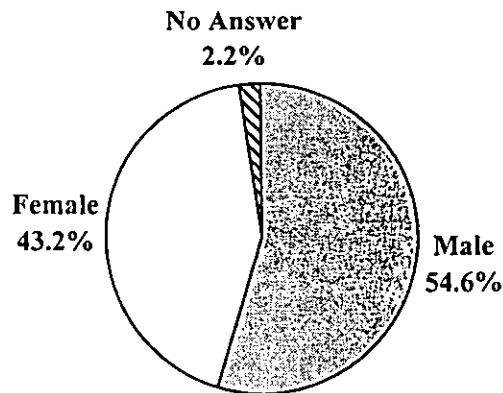
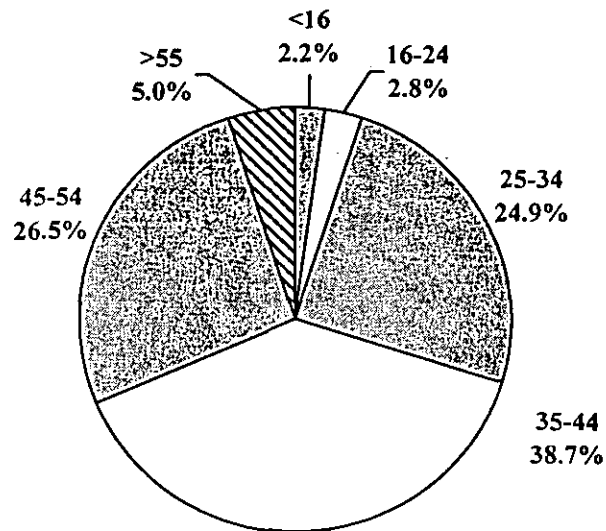
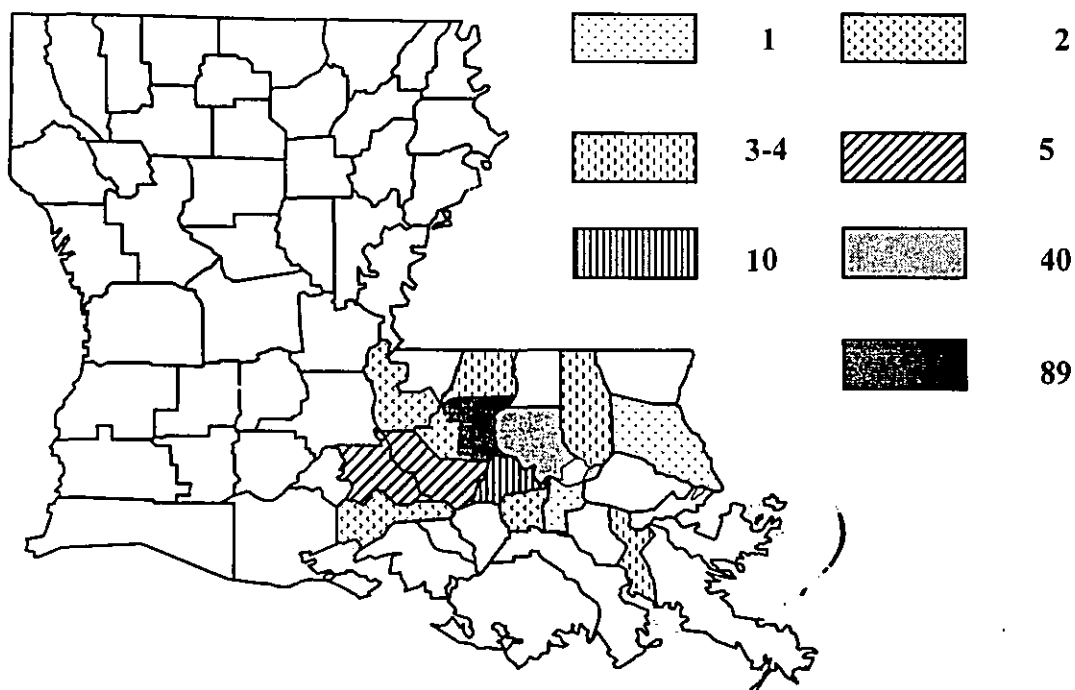


Figure 33. Age Distribution of National Hunting and Fishing Day Respondents, 2002



The National Hunting and Fishing Day (NHFD) event in Baton Rouge drew a primarily local audience (Figure 34). Over 75 percent resided in three southeastern Louisiana parishes: East Baton Rouge, Livingston, and Ascension. Two were from Arkansas and eleven failed to provide a legible identification of place of residence.

Figure 34. Geographical Distribution of National Hunting and Fishing Day Respondents: Parishes of Residence, 2002



A plurality of respondents heard about the 2002 NHFD event (Figure 35) in a newspaper (39.3 percent). Considerable numbers heard about it from friends or family (18.6 percent) or through the Boy Scouts or Cub Scouts program. The respondents had attended, on average, 2.5 National Hunting and Fishing Day events prior to that of 2002.

The most common activities in which attendees participated (Figure 36) were hunting (54.1 percent) and fishing (86.3 percent). Significant numbers boated (53.0 percent) or camped (60. percent).

The average number of days spent participating in wildlife-related recreation (Table 17) was 45.1 days per year with a minimum of 0 and a maximum of 365. The median number of days per year was 25.

Figure 35. How Respondents Learned about Hunting & Fishing Day, 2002

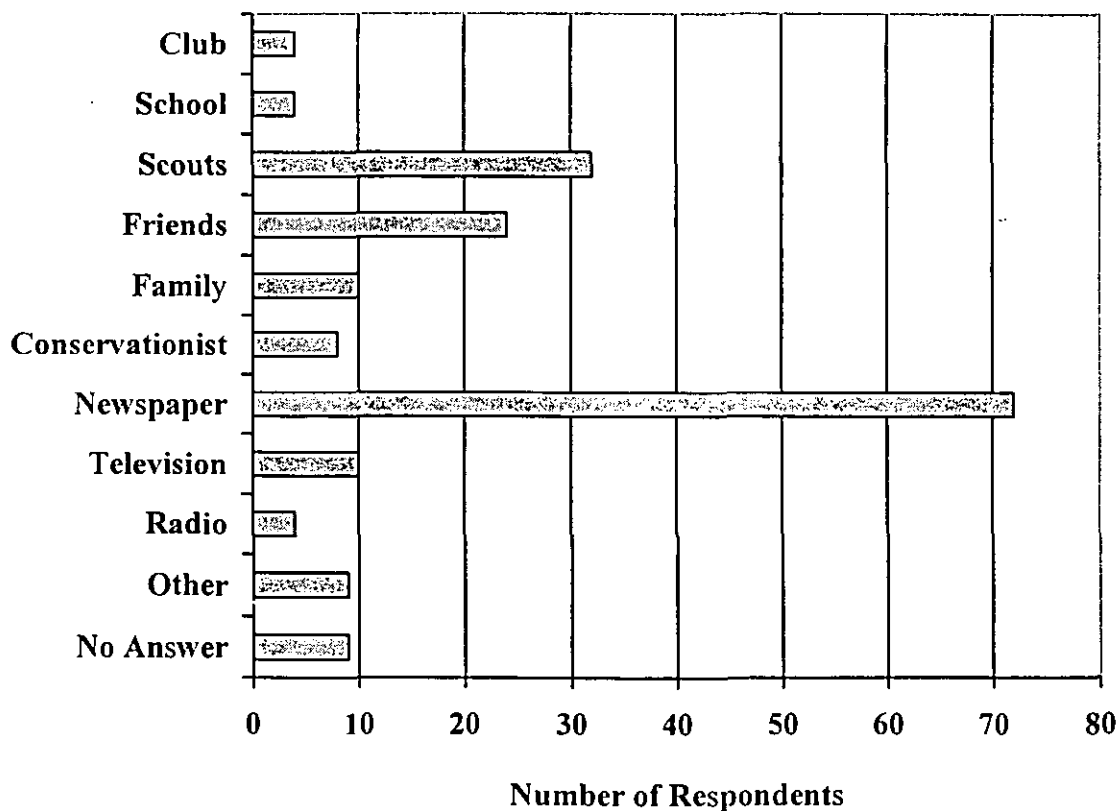


Figure 36. Activities in Which National Hunting and Fishing Day Respondents Participated, 2002

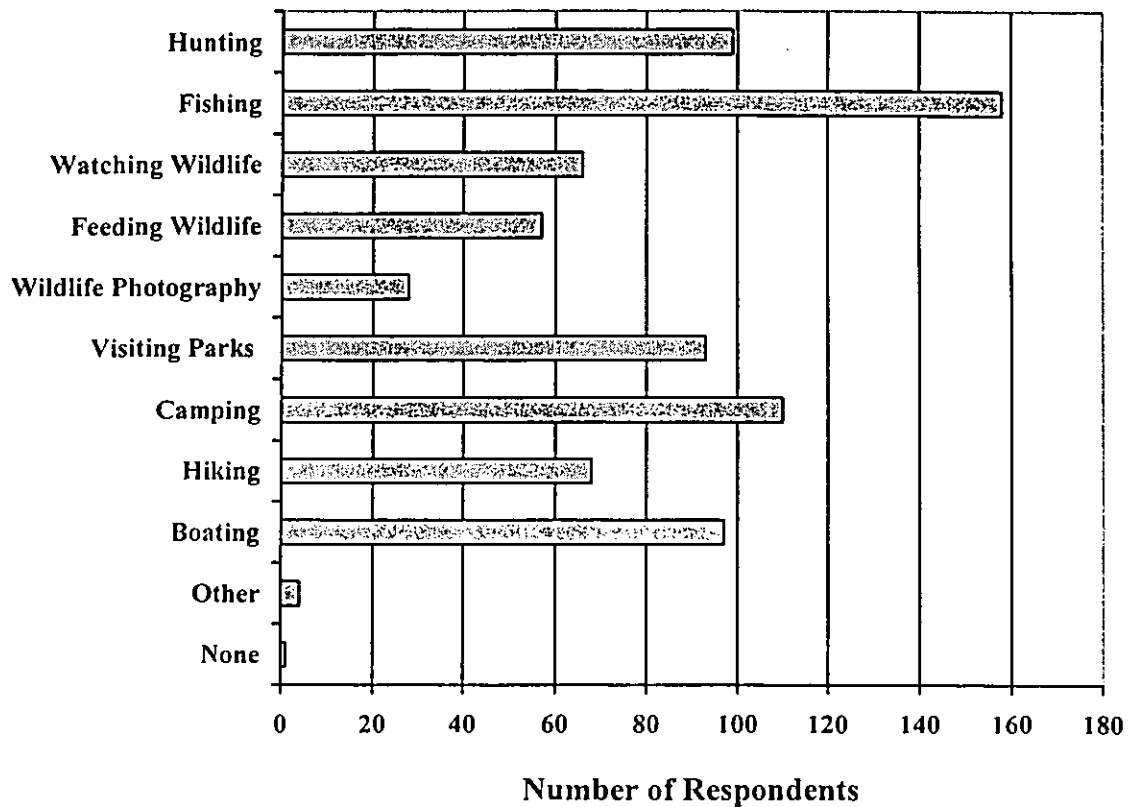
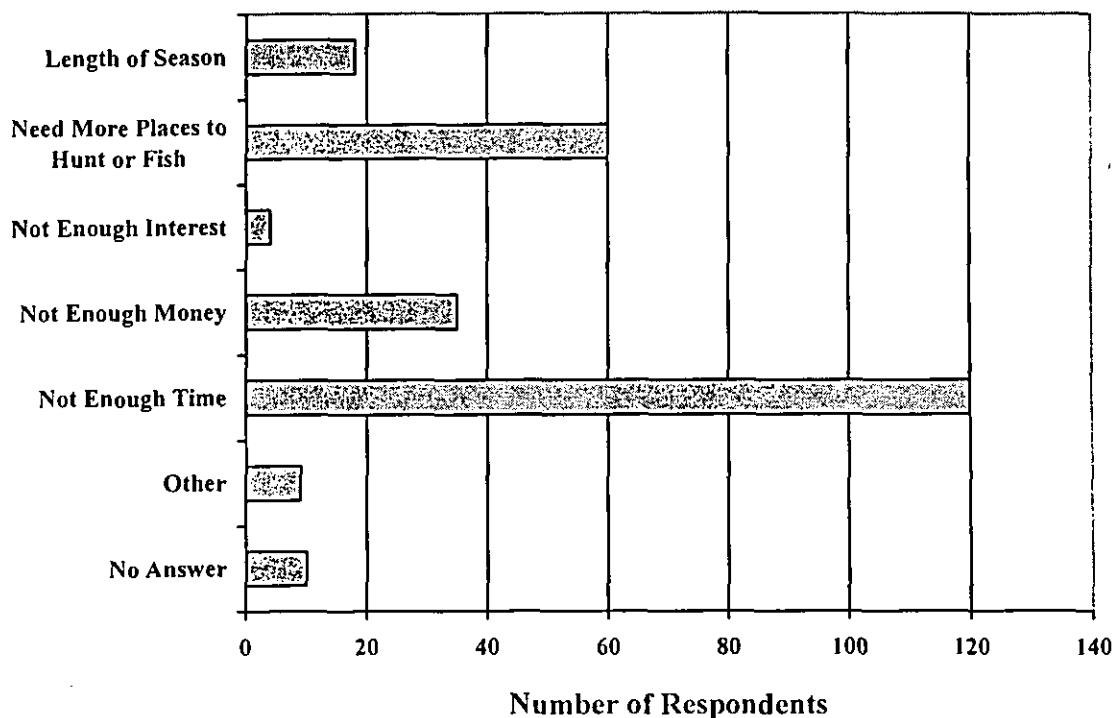


Table 17. Distribution of the Number of Days in Which National Hunting and Fishing Day Respondents Participated in Wildlife-Based Recreation, 2003

Minimum	Maximum	Average	Median	Mode
0	365	45.1	25	50

The most commonly cited obstacle (Figure 37) to increased participation in wildlife-based activities was a lack of time (65.6 percent). A perceived shortage of places to hunt or fish (32.8 percent) and a lack of money (19.1 percent) were other commonly cited obstacles to participation.

Figure 37. Obstacles to More Participation in Wildlife-Based Recreation according to National Hunting & Fishing Day Respondents, 2002



Most respondents (94.5 percent) thought the Department was fulfilling its mission to manage wildlife resources (Figure 38). The overall rating of the Department among attendees was strongly positive (Figure 39). Of the respondents, 65.0 percent graded the Department excellent and 30.0 percent good. No respondents thought the Department was doing a poor or merely fair job. An upward bias may be present among respondents who may have been favorably impressed by the NHFD event and thus favorably disposed in their opinion of the Department.

Figure 38. "Do You Feel the Department is Adequately Fulfilling its Mission?" Answers Provided by National Hunting and Fishing Day Respondents, 2002

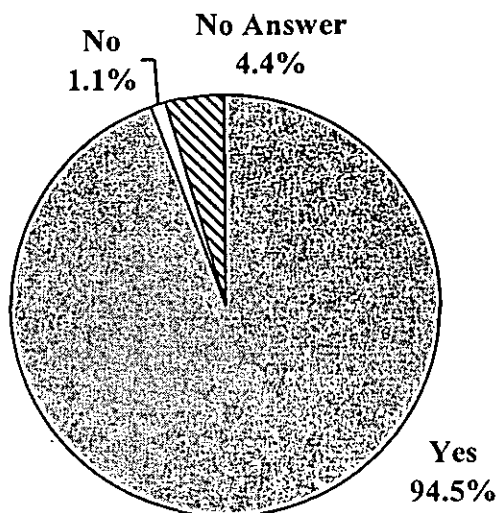
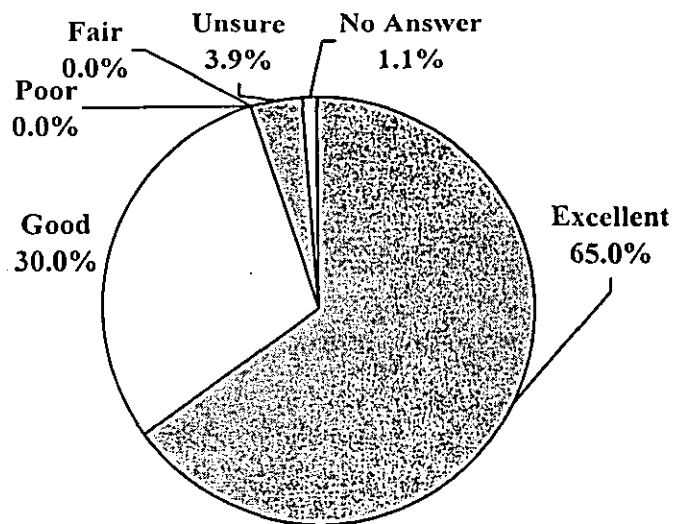


Figure 39. Overall Rating of the Louisiana Department of Wildlife and Fisheries, Answers Provided by National Hunting and Fishing Day Respondents, 2002



Open Ended Questions

The 2002 National Hunting and Fishing Day questionnaire contained two open-ended questions soliciting suggestions to help the Department better fulfill its mission (question 10) and requesting general comments (back of the questionnaire). There were 57 comments for question 10 but no written comments on the back of the questionnaire.

Question 10. What can the Department Do in the Future to Better Fulfill Its Mission?

Comments were placed in 8 topical categories: access; enforcement; regulation; hunting; fishing; education; public relations; and education. Comments that did not address these topics were categorized as general comments or miscellaneous. Categories were not mutually exclusive; one comment could fit in multiple categories.

The category with the largest number of comments (15) is Education or Public Relations (Box 7), two similar functions related to informing the public about the state's wildlife resources and the Department's efforts to protect and manage them. They valued the

Box 7

Comments Regarding Education and Public Relation

- More programs in the schools
- Visit schools
- Continue education
- Keep up the good work on education sessions on how to be safe and better environment
- Go to schools and promote
- Advertisement/Education to the public
- Advertise events like this one so more people are aware. More people will attend; therefore, more people will be educated.
- More info about places to hunt and fish
- Publicize more
- Provide more events
- More demos
- Promote Louisiana resources
- More advertisement
- Send information to other state agencies (on-line, fax, etc.). Inexpensive advertisement.
- Better publicity of events

State's wildlife resources and urged an increase in efforts to make people aware of them. Most of these called for more information about the environment, outdoor recreation, and the Agencies myriad activities. One suggested using the internet to inform other government agencies about future Hunting and Fishing Day events.

Close behind the Education and Public Information category with 11 comments was Access (Box 8). Many of these asked for more places to fish or hunt. Two called for more places for other forms of wildlife-based outdoor recreation. Two requested improved management of Wildlife Management Areas and two sought enhanced access for children.

A special category was created for hunter education (Box 9). This function is a subset of the previously mentioned category, general education, but was treated separately

Box 8

Comments Regarding Access

- More kid hunts
- Easier access for small children
- More trails and areas for non-hunting interests
- More W.M.A.'s
- Create more management
- Work with hunting leases – They are everywhere
- Manage W.M.A.'s better
- Get more places
- More info about places to hunt and fish
- Better access to hunting spots
- Get more turkeys in the W.M.A.'s

Box 9

Comments Regarding Hunter Education

- More kid hunts
- I would be interested in a joint Department-Scout Pack-Trop seminar on fishing or hunting (achievement for scouts)
- Safety topics
- Notification of gun training programs once a hunting license is bought (for the youth)
- More youth hunter safety courses

because it involved a specific unit within the Department, the Hunter Education Program. Each of these five comments approves of this purpose.

There were four comments related to the enforcement of hunting and fishing regulations (Box 10). Three called for stricter enforcement. One comment from an East Baton Rouge Sheriff's Deputy commended the department for controlling alcohol consumption among boaters and anglers on the state's waterways.

Fishing, the most popular pastime among respondents, drew only three comments (Box 11). Two of these concerned regulation in the Atchafalaya Spillway.

Hunting (Box 12) was the subject of five comments, many of which have been placed in other categories (i.e., Access and Hunter Education.) Only one comment decried a Department hunting regulation, in this case, the six-point rule.

Box 10

Comments Regarding Enforcement

- Need more enforcement
- Stricter on law breakers
- Strengthen enforcement
- Doing a great job keeping alcohol off lakes and rivers

Box 11

Comments Regarding Fishing

- To take off the limit on size in the Atchafalaya Spillway
- Slot limits imposed on Atchafalaya Spillway
- Improve fishing in coastal Louisiana

Box 12

Comments Regarding Hunting

- Don't like the six-point rule. I hunt to eat, not brag.
- Get more turkeys on W.M.A.'s
- More W.M.A.'s
- More kids' hunts
- Manage W.M.A.'s better
- Get more places

Seven comments were placed in a miscellaneous category (Box 13). One called for more drinking water, presumably at the day's event. Two more related to public events in which the Department participates. One requested additional woman's outdoor education programs. Another suggested re-orienting the National Hunting and Fishing Day event to contain more events that might appeal to an older audience.

There were 13 comments that are generally complimentary (Box 14). Five of these related specifically to the National Hunting and Fishing Day. The remainder might be applied to the Department in general.

Box 13**Miscellaneous Comments**

- Need to cater to the older crowd and not just the young'ns
- Offer another day for the woman's outdoor program instead of just in October
- Have drinking water (cooler)
- Get help to the public
- I don't know I'm only 13
- Make [name withheld] retire
- My son says you need to make robins legal to shoot

Box 14**Complimentary Comments**

- Have more events like today
- Excellent day
- Doing an excellent job. Keep up the good work.
- Keep having this. It is very good for the kids.
- Doing good
- Doing great as is.
- Keep up the good work.
- Keep up the good work.
- Doing a great job
- Doing great
- Thank you for a wonderful event.
- They are doing a great job.
- More events like this.

Conclusion

The 2002 National Hunting and Fishing Day Event at the Waddill Wildlife Management Area drew a primarily local sample that hunted and fished to a greater extent than the population in general. Nearly two-thirds of all respondents claimed that a lack of time was an obstacle to participating in more wildlife-based recreation. One-third believed that a lack of good places to hunt and fish was also an obstacle.

The sample was overwhelmingly complimentary to the Department and may have been favorably biased by the activity and atmosphere of the event. The responses to the open-ended questions may thus provide more interesting insight into the cares and priorities of the public. These revealed that the Department's customers are concerned about information and outreach, hunter education, and access to places for hunting and fishing. While they recognize the value of quality law enforcement, they do have some questions about some fishing and hunting regulations. These comments also include many compliments like "keep up the good work." Many of these comments seem to reflect the feelings of members of the public who believe that the Department's mission is a worthy one.

Chapter 7. Lamar Dixon Sportsman's Paradise Hunting and Fishing Exposition

On August 22 – 24, 2003, the Department of Wildlife and Fisheries participated in the Lamar Dixon Sportsman's Paradise Hunting, Fishing and Outdoor Exposition (Expo), a three-day event drawing many public and private exhibitors and thousands of attendees. The Customer Service Program, in conjunction with the Human Resources Section, administered a survey to attendees who passed through the Department's Exhibition. The Department collected 593 surveys, 41 on Friday, August 22; 385 on Saturday, August 23; and 167 on Sunday, August 24.

The 2003 Sportsman's Paradise Hunting, Fishing, and Outdoor Expo Survey (Appendix 5) asked respondents questions to provide his or her gender, age, and residence. Respondents were asked about wildlife-related recreational activities, including their use of the Department's Wildlife Management Areas. Respondents were also asked to rate the Department of Wildlife and Fisheries and to identify any opinions they may have about its policies or activities.

Three questions were related to the individual's hunting or fishing license acquisition experience. Two were closed-ended (or multiple choice) questions, one asking the respondent to identify where he or she acquired a hunting or fishing license or Wild Louisiana Stamp and another asked him or her to rate his or her perception of the quality of service received from the Department. An open-ended question solicited suggestion for making license acquisition easier or more convenient.

Four questions, related to the work of the Information Section, were intended as an informal "follow up" of the earlier Media Survey. These provide, in part, the public's perspective, a complement to the views of media outlets surveyed in November, 2002. One

of these questions asked the respondent what media formats he or she consults for information about wildlife-based recreation. Another question asked him or her to identify the wildlife-related topics about which he or she likes to read or hear.

Two additional questions, placed on the back of the questionnaire, related to the *Louisiana Conservationist*, the Department's magazine that the Information Section writes and produces. The first asked if the respondent subscribed to this magazine. The second asked if he or she might be interested in receiving information about a subscription. Space was provided for mailing information: name, address, city, and ZIP code.

The respondents were mostly men (85.0 percent) (Figure 40). The most commonly cited age ranges (Figure 41) were 35 to 44 (30.5 percent); 25 to 34 (25.3 percent); and 45 to 54 (22.5 percent).

Figure 40. Gender of Expo Respondents, 2003

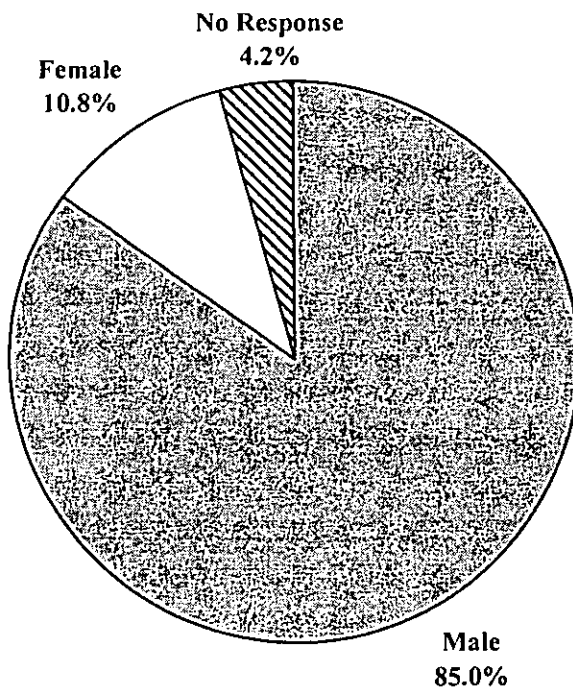
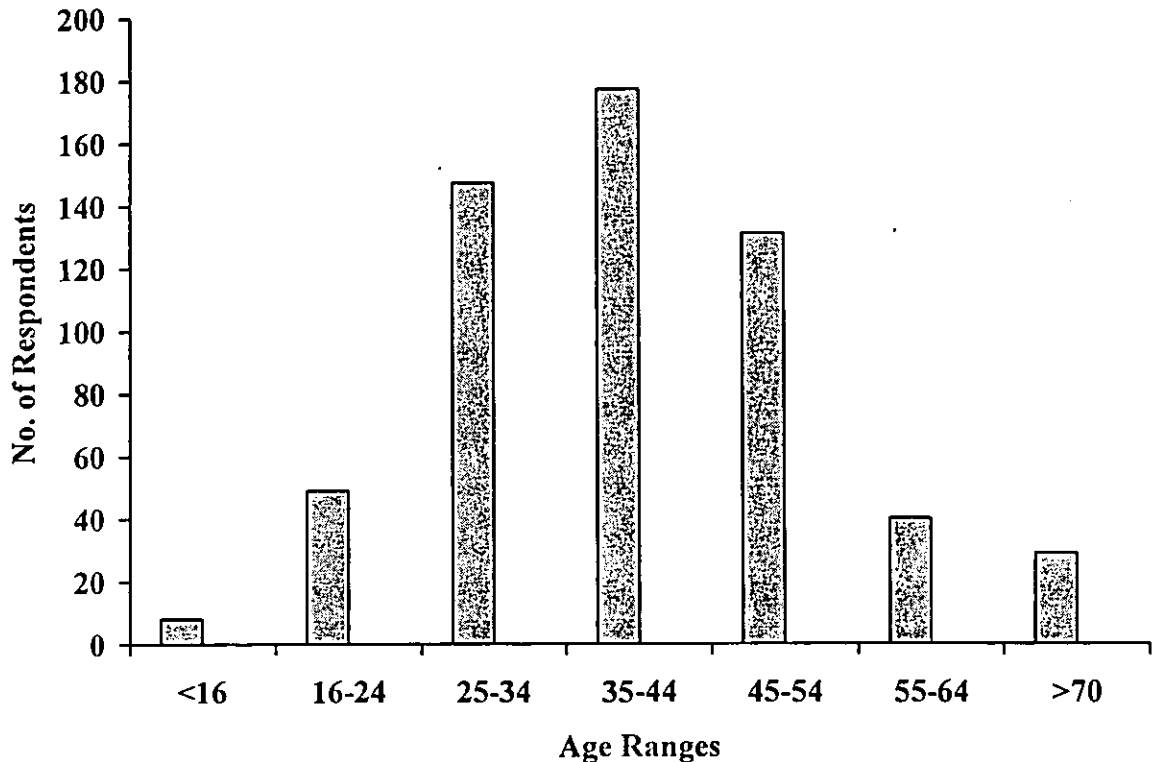
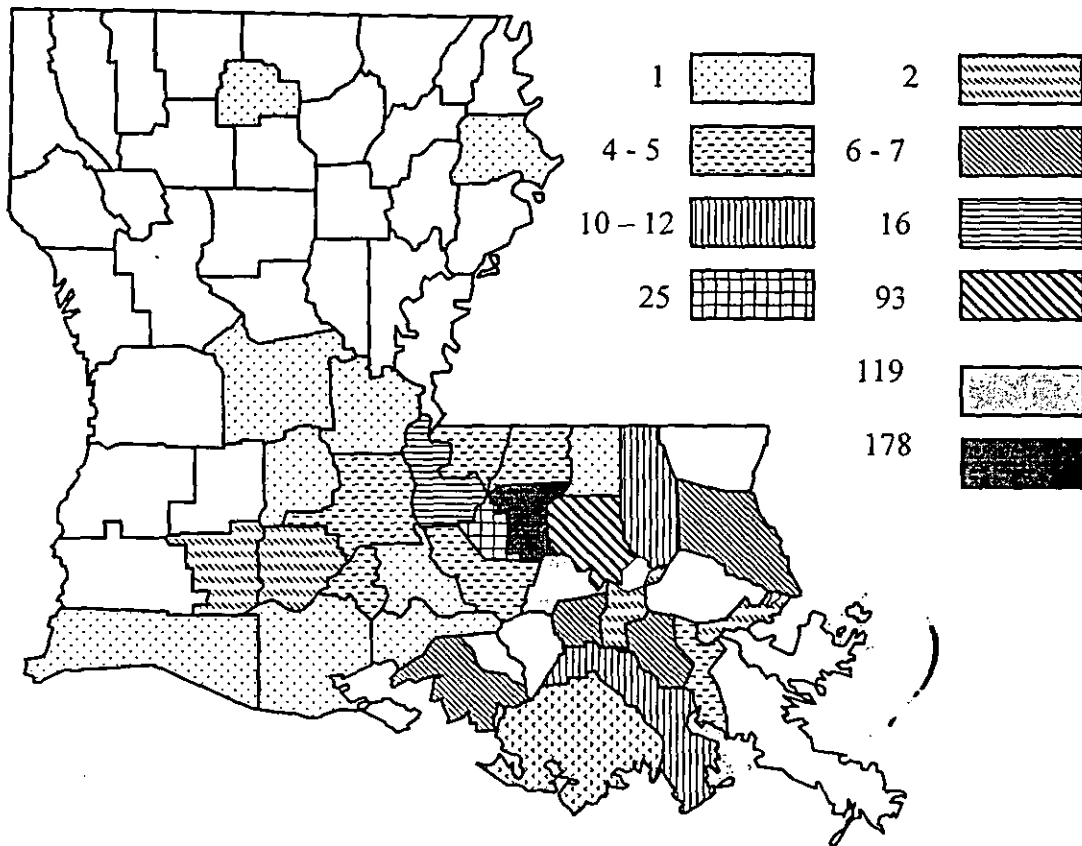


Figure 41. Age Distribution of Expo Respondents, 2003



Respondents' places of residence were identified by ZIP code. From the 542 legible ZIP codes, this analysis could identify 2 respondents from Mississippi, 1 from California, Texas, and Florida, and 536 from Louisiana. The Louisiana respondents resided in 85 cities and towns in 32 parishes (Figure 42). More than half of the respondents resided in two parishes: the neighboring, highly populated East Baton Rouge Parish (33.2 percent of Louisianans) and Ascension Parish (22.2 percent), home of Gonzales, the location of the Expo. Fast-growing Livingston Parish was the place of residence for 17.4 percent of the respondents. Only 7 respondents resided in nearby Orleans and Jefferson Parishes which form the center of heavily populated metropolitan New Orleans.

**Figure 42. Geographical Distribution of Expo Respondents:
Parishes of Residence**



Most respondents (Figure 43) hunted (84.3 percent), fished (91.4 percent), or boated (64.7 percent). Nearly half camped (48.6 percent) and only a small portion watched birds at home (12.6 percent) or away from home (5.2 percent). Some respondents participated in a diversity of other recreational activities, such as diving and frogging (Box 15). Over half of the respondents reported taking part in one of these activities on one of Louisiana's Wildlife Management Areas (Figure 44).

Figure 43. Wildlife-Based Recreational Activities Enjoyed by Expo Respondents, 2003

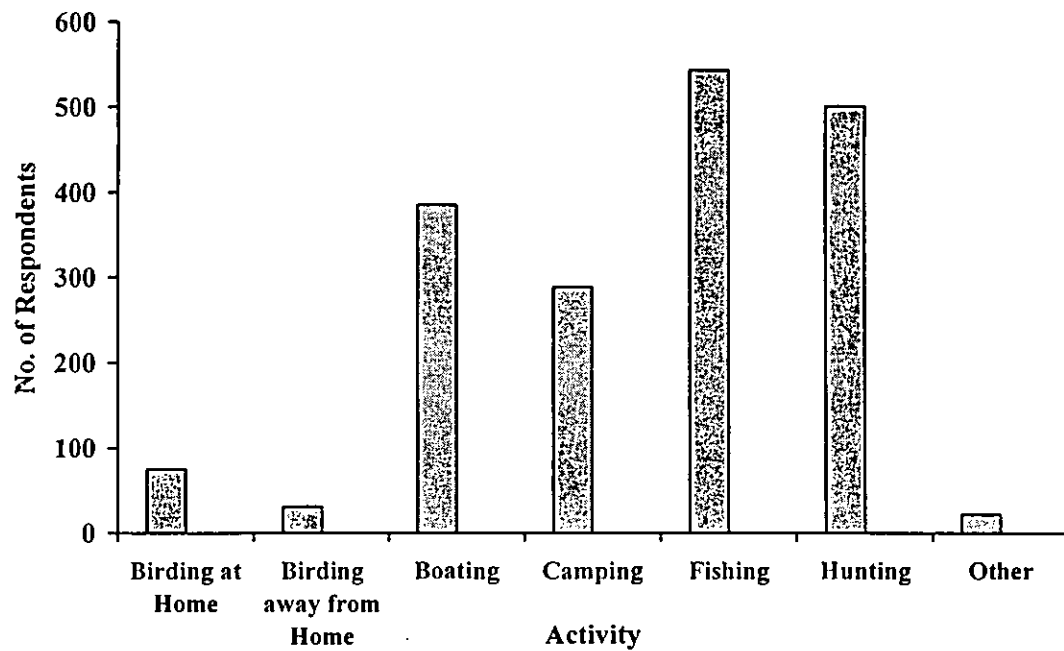
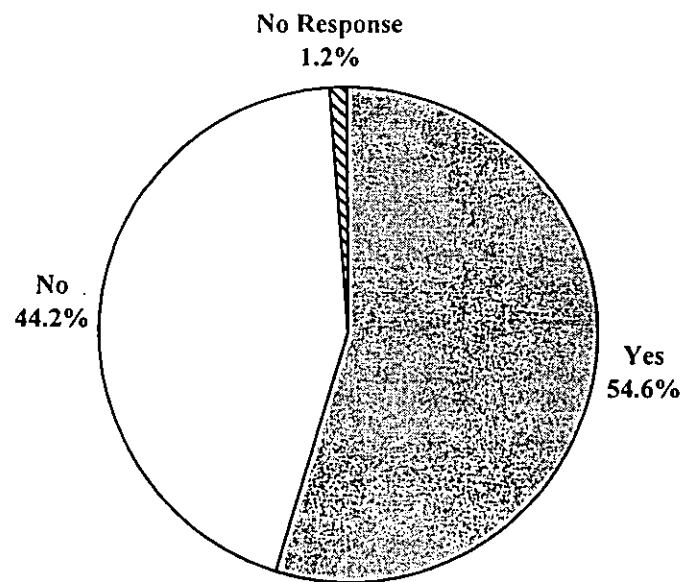


Figure 44. Expo Respondents who Participated in Wildlife-Based Recreation on Louisiana Wildlife Management Areas, 2003



Box 15.**Other Activities in Which Expo Respondents Participate**

- Archery
- Archery/Diving
- Backpacking
- Canoeing
- Commercial fishing
- Deep sea fishing
- Diving (spearfishing)
- Feeding and watching wildlife
- Field Trials
- Four-wheeling
- Fox- and deer-hunt with dogs
- Frogging (2)
- Hiking
- Mountain watching
- Mushroom hunting
- Photos
- Plant identification
- Range
- Teach survival
- USCG Aux

The overall ratings of the Department (Figure 45) were strongly positive. Of the Expo respondents, 38.4 percent graded the Department as excellent and 50.4 percent graded it as good. Respondents may have provided opinions that were biased, positively influenced by the Expo itself.

Respondents rely upon a variety of media formats to obtain information about hunting, fishing, and other forms of wildlife-based recreation (Figure 46). Some respondents depend upon sources apart from organized media outlets, such as Department of Wildlife and Fisheries personnel and other fellow hunters and anglers (Box 16). The average respondent utilized roughly 2 different media types for gathering such information.

Figure 45. Ratings of the Louisiana Department of Wildlife and Fisheries According to Expo Respondents, 2003

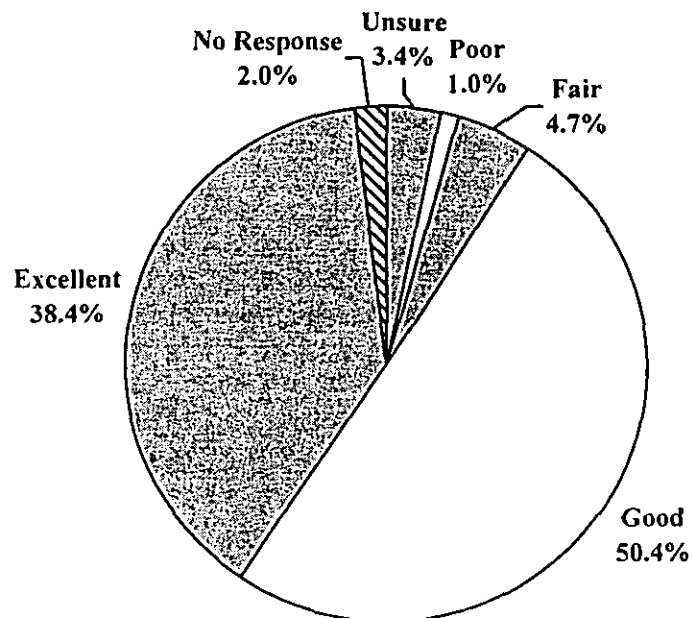
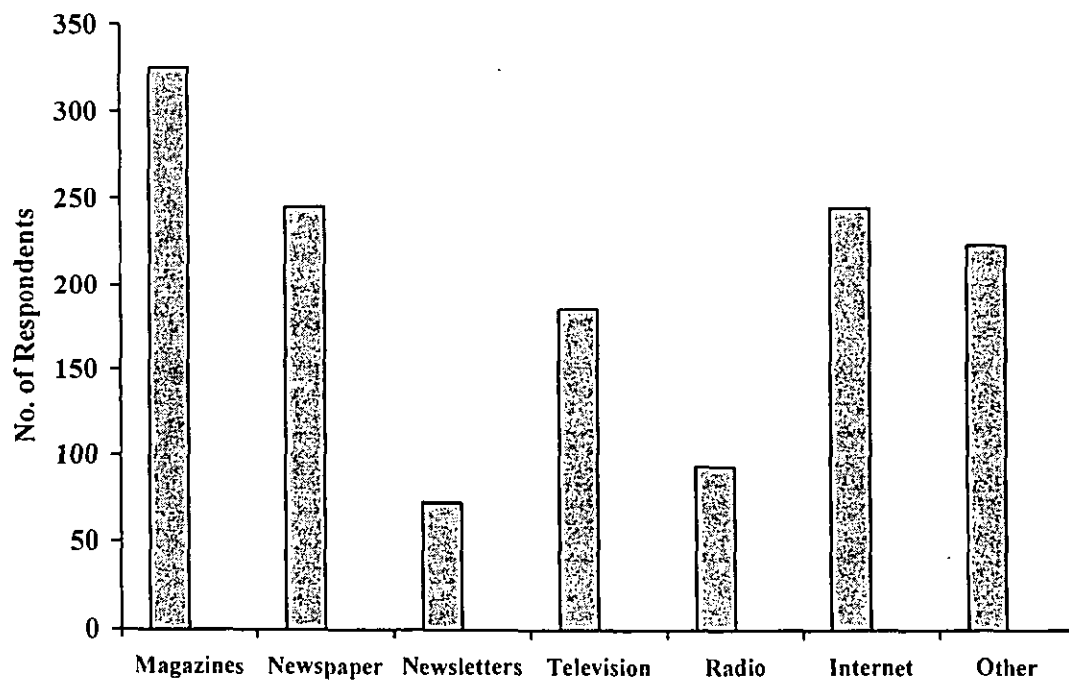


Figure 46. Sources of Information Used by Expo Respondents, 2003



Box 16.

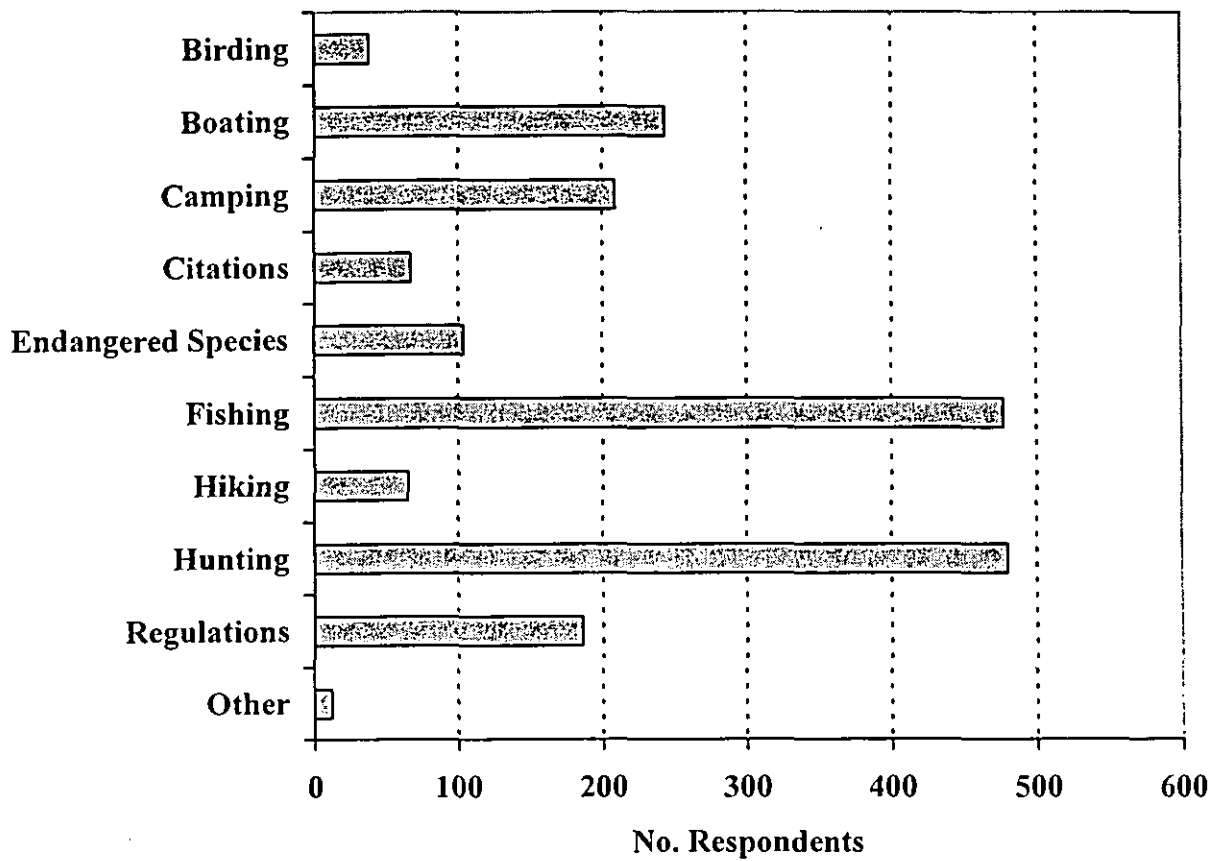
Other Sources of Information Used by Expo Respondents

- Word of mouth
- Wildlife & Fishery employees (5)
- Wal-Mart
- Trade Shows & Industry shows
- Stores
- School
- Relatives
- Red Stick Fly Fishers Newsletter
- Other people
- Louisiana Sportsman
- I check your site 1st. Keep it up to date.
- Friends
- Boy Scouts of America
- *Louisiana Conservationist*

Interestingly, print sources, like magazines (54.8 percent) and newspapers (41.3 percent) appear to be more widely used than broadcast sources, like television (31.2 percent) or radio (15.7 percent). The internet is the second-most commonly used source of information, tied with newspapers (41.3 percent). Of the 232 respondents who use only one media form, however, the internet is the most popular. Eighty-three people (33.9 percent of all internet users) use the internet as their sole source of information about wildlife-based recreation.

The most popular wildlife-based recreation topics (Figure 47) were hunting (80.9 percent) and fishing (80.4 percent). Considerable portions seek information about boating (41.0 percent), camping (35.2 percent), and regulations (31.4 percent). The least popular topic among the listed alternatives was bird-watching (6.4 percent). Nine respondents listed other specific topics about which they like to read or hear (Box 17).

Figure 47. Topics about Which Expo Respondents Like to Read



Box 17

Other Topics about Which Expo Respondents Like to Read or Hear

- Youth
- Women in the outdoors (2)
- Outdoor activities
- Hunter safety
- Fly fishing
- Duck hunting
- Conservation
- Coast 2050
- Bow hunting

Only a small portion (12.8 percent) of the respondents indicated that they subscribed to the *Louisiana Conservationist* (Figure 48). A larger share (26.5 percent) expressed a desire for more information about the magazine (Figure 49).

For both questions, there are a large number of non-responses (47.9 percent and 51.1 percent). For the other questions, all of which were placed on the front of the questionnaire, the non-response rate ranged between 1.2 percent (Wildlife Management Area use) to 4.4 percent (media forms used). The two questions related to the *Conservationist* were placed on the back of the questionnaire where they may have escaped the notice of many respondents. Other respondents may have been aware of the questions on the back but may have been reluctant to answer them.

Figure 48. "Do You Subscribe to the Louisiana Conservationist?"
Answers from Expo Respondents, 2003

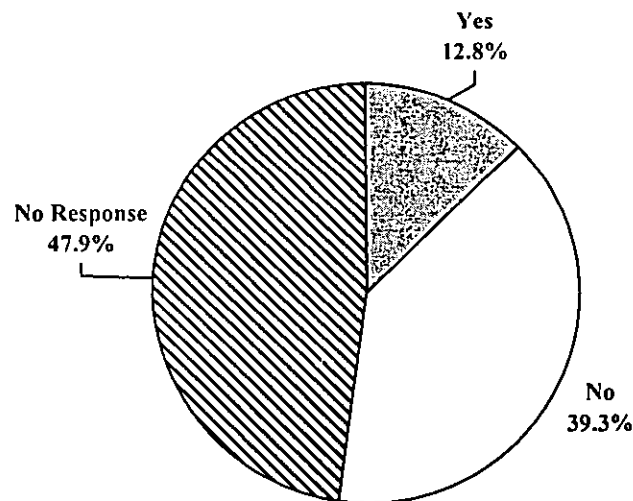
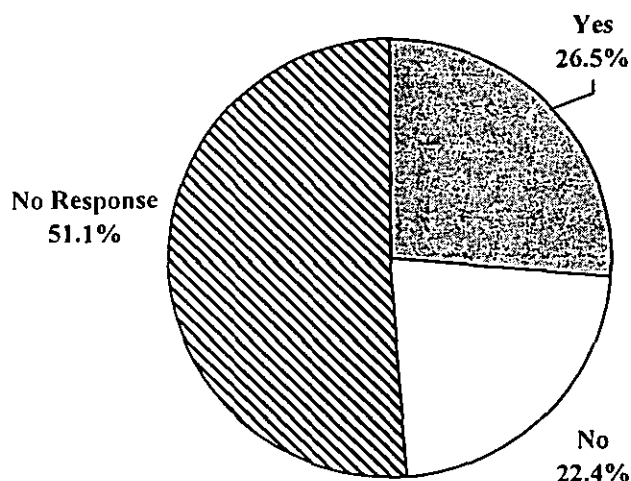


Figure 49. "Would You Be Interested in Receiving Information about the Magazine?" Answers from Expo Respondents, 2003

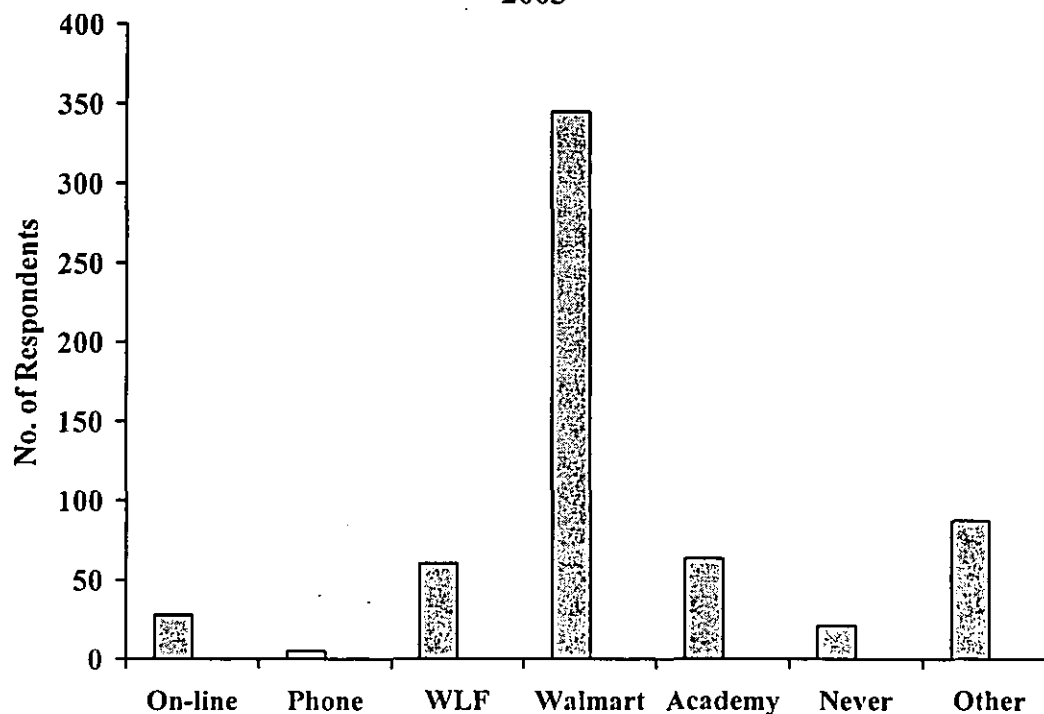


Omitting the non-responses alters the interpretation of the *Conservationist*-related questions. Among the 309 who answered the question, "Do you subscribe to the Louisiana *Conservationist*?", 76 (24.6 percent) said that he or she already received to the magazine. Of the 290 people who responded to the question, "Would you be interested in receiving information about the magazine?", 157 (54.1 percent) expressed an interest in learning more the publication.

The survey acquired the names and addresses of 161 people who wanted to be mailed information about the *Conservationist*. This mailing information was sent to the Information Section.

More than two-thirds of the respondents acquired a hunting or fishing license (Figure 50) at one of two retail outlets, Walmart (58.0 percent) or Academy Sports (10.6 percent). One-tenth acquired a license directly from a Department of Wildlife and Fisheries office. A sizeable portion obtained a license through a variety of sources, such as tackle shops, marinas, or hunting goods stores (Box 18).

**Figure 50. Site of License Acquisition for Expo Respondents,
2003**



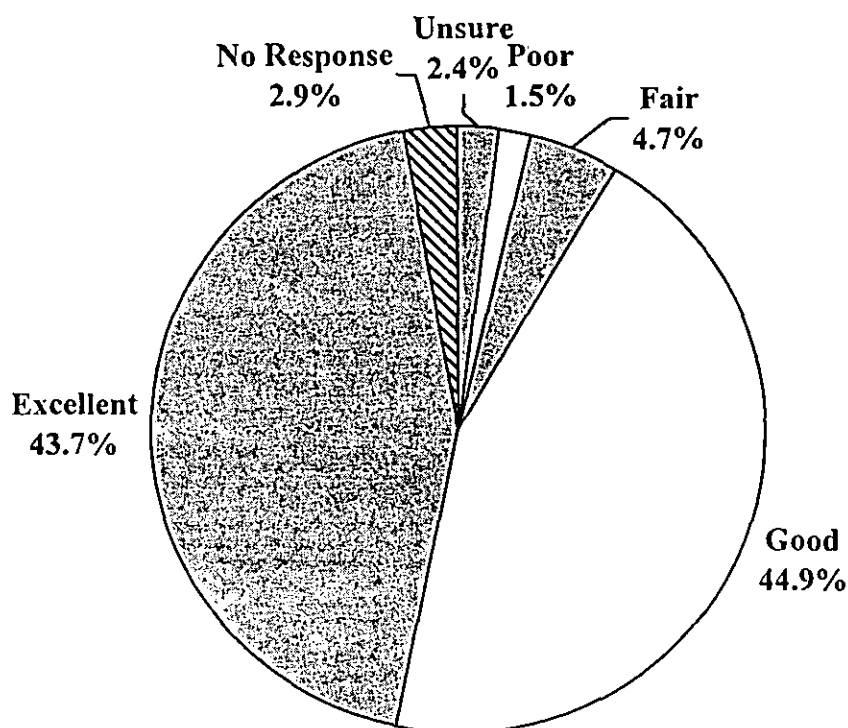
Box 18.

Other Sites Where Expo Respondents Acquired a Hunting or Fishing License or Wild Louisiana Stamp

- Triple S
- Tackle shop (15)
- Sporting Goods (6)
- Sheriff's office
- Post office
- Over 60 (6)
- Marina (3)
- Mail
- Local store (7)
- Local grocery store (4)
- Local feed store
- Lifetime license (16)
- K-mart
- Hunting goods store (6)
- Hardware store (3)
- Courthouse Civil Office
- Co-op
- Convenience store (10)

The license acquisition experience (Figure 51) was given good ratings by eight out of every nine respondents. Most (88.5 percent) rated it as good or excellent.

Figure 51. Ratings of the License Acquisition Experience According to Expo Respondents, 2003



Open Ended Question: How to Make Getting a License Easier or More Convenient

The questionnaire included an open-ended question asking respondents to identify ways to improve the convenience of getting a hunting or fishing license or a Wild Louisiana stamp. Slightly more than one-quarter (159) provided an answer.

Almost half of those who did provide an answer (73) gave a brief complement (e.g., "Great already," "No problemo," or "Convenient enough at this time") or a comment indicating no pressing need for a change (e.g., "N/A," "Nothing", or "I see no problems with the process.") Another 9 respondents identified themselves as holding a lifetime license or

being exempt on account of age...These seemed reluctant to offer an opinion because they would not have any future personal need to acquire a license. Five other comments that did not touch on licensing or other issues in a concrete manner were classified as "Miscellaneous."

More than 30 answers addressed the process or technology of acquiring a license. Several of these like the prospect of using the internet to acquire or renew a license (Box 19). The mail is another attractive prospect, especially for renewing licenses (Box 20). Some suggested using the telephone or other automating techniques (Box 21).

Box 19

Expo Respondents' Licensing Comments: On-line Availability

- Get license over internet
- On-line (5 times)
- On-line is great
- On-line is the easiest way.
- Order via internet
- How about on-line or by mail?
- Purchase it online
- Pay online and tie to LADL (Louisiana Driver's License)
- Make it available on-line
- Annual basis = renew over internet
- On-line is also useful.
- Get duck stamps on-line
- Implement web site

Box 20

Expo Respondents' Licensing Comments: Mail

- Through (or By) the mail (2)
- Renew by Mail (3)
- Return by Mail
- Mail it every year
- They can put your license in the mail every time it expires
- Send license in the mail
- Send renewals in the mail
- Send "Remember to renew" memos for licensing

Box 21**Expo Respondents' Licensing Comments: Other Technical Issues**

- Automated
- All sales automated with scanner
- If you don't have it on you, they can look it up on the computer to prove you bought one
- Don't lose previous information on license
- Make multiple licenses available
- When I lived in Texas I found the phone license option a great way to get a license.

A few respondents linked holding a hunting and fishing license to their experience with another: the driver's license (Box 22). Some advocated tying the licenses together, perhaps the opportunity to get a hunting license when renewing their driver's license. Another favors a document that can be laminated like the driver's license.

Other respondents made comments regarding interstate licensing issues (Box 23). Several opined that non-resident licensing fees in Louisiana and other states were "too expensive" one described perceived difficulties with registering a boat bought across state lines.

Three respondents would like to see a change in the period for which a license is valid (Box 24). They would like the term to coincide with the calendar year instead of the fiscal year (July –June.)

Box 22**Expo Respondents' Licensing Comments: Drivers License Comparisons**

- Add to D.L. every 4 years
- Have fishing license tied to drivers license
- Like drivers license ex. UPS signature
- Make it like your state driver's license
- Make licensing available thru an endorsement on driver's license or a laminate-able document.

Box 23.**Expo Respondents' Licensing Comments: Interstate Licensing Issues**

- Work out a deal with Mississippi, Alabama, & Florida to allow us to fish there for less than is costs now.
- Get interstate coop where TX, AR, MS accept LA hunting/fishing licenses.
- Out of state license too expensive.
- Lower cost of out of state licensing
- Very hard to register a boat or trailer if you move in from out of state

Box 24**Expo Respondents' Licensing Comments: Terms of Licenses**

- Change fishing time to expire from January to January.
- Make it so fishing licenses go from January to January instead of June to June.
- Start fishing licensing Jan 1 not July 1

Nine respondents believed that one way to make acquiring a license more convenient is to adjust the fees (Box 25). Most of these would prefer a lowering of license fees. One respondent, to the contrary, asks why fees are so low.

Another nine respondents referred the actions of external licensing vendors (Box 26), retail outlets and local governments that offer an opportunity to acquire a hunting or fishing license. Some of these believed that the stores' personnel should be better trained or equipped.

Box 25**Expo Respondents' Licensing Comments: Licensing Fees**

- Cheaper
- Why are licenses so cheap?
- Stop taxing my canoe!
- Pay for it!
- Make them free
- Keep your rates down.
- Lower the cost (2)
- Make it less [expensive].

Box 26**Expo Respondents' Licensing Comments: License Vendors**

- You can't help the employees at [retail outlet's name withheld]
- [Retail outlet's name withheld] just said they could not do it. The system was down. 5 times over 3 weeks we tried
- Make sure the cashiers know what's needed (Respondent acquired a license at a retail outlet.)
- Make sure the people issuing license puts a HIP stamp on lic. [Retail outlet's name withheld] in Donaldsonville just rushes through the process.
- More locations that sell them.
- Everything is okay except the line at [retail outlet's name withheld]
- Get more [retail outlet's name withheld] employees
- Knowledgeable sales people at outlets. More training (Acquired a license at a retail outlet.)
- Get licenses at more places

Four comments referred to the hunter education program (Box 27). Although the Hunter Education Program is not a function of the Licensing Section, it is a relevant issue for those young hunters who are required to take a hunting education program to get a license.

Nine comments about public education (Box 28) and general policy issues (Box 29) were not relevant to acquiring a license. They are listed here, however, because they are pertinent to the role of the Department of Wildlife and Fisheries.

Box 27**Expo Respondents' Licensing Comments: Hunter Education**

- No annual requirement of proof of hunters safety course
- I have a lifetime license and acquired it very easily. I did however get disappointed in trying to get a license for a young friend of mine. He had a certificate for his hunter education but did not have a picture ID because he had not received his driver's license. As a result he was unable to hunt that weekend and had to apply for a driver's license the next week. There has to be an easier way to get a license once a child hunter education is complete.
- Older hunting certification cards were paper and numbers faded making it nearly impossible to get a license.
- Update computer records, had problems getting license. Took hunter ed. years ago and couldn't find numbers.

Box 28**Expo Respondents' Licensing Comments: Public Education**

- Visit the schools-before hunting season good quality videos/dvd for schools
- Camping for kids

Box 29**Expo Respondents' Licensing Comments: Policy**

- As a public health official, I believe you need to change your ruling relative to (bass) the size of the fish to the number of fish you can keep. Smaller fish are healthier - larger fish have more chemicals and are not healthy for children and pregnant woman.
- Get more money to take care of WLM areas
- More people in Basin being ticketed or fined for keeping small fish
- More public hunting lands
- Make a slot limit in Basin
- Stop the erosion
- Quit making new roads

Open-Ended Question: General Comments

Forty respondents replied to a general open-ended question on the back of the questionnaire asking the respondent for any additional comments he or she may have. Each comment was placed into one or more categories.

Five comments were general compliments (e.g., "Excellent job!" and "Keep things they way they are.") They pertained to the Department as a whole but not to any particular function or section. In addition to these non-specific compliments, there was one non-specific complaint about an "uninformed employee" from a respondent who obtained a license through a retail outlet.

Nearly a dozen responses to this question pertained in some way to the distribution or dissemination of information from the Department. There included comments about the

Departments website (Box 30), the *Louisiana Conservationist* (Box 31), and education and outreach, including hunter education (Box 32).

One of the comments about the Department's web site complained of difficulties in reviewing licensing information. Another suggested more interactive maps and on-line information, including a web page where hunters and anglers place information about "the quality of their experience (where the fish are biting, how many ducks there are, where, etc.)."

Box 30

Expo Respondents' Comments: Web Site

- Tried reviewing, basic hunting & fishing license on-line had trouble. Was not able to.
- Needs to [have] more interactive maps and online info about the availability, location, & access to recreational areas (hunting, fishing, etc.) A place online where people can report on the quality of their experience (where the fish are biting, how many ducks there are, where, etc)

Box 31

Expo Respondents' Comments: *Louisiana Conservationist*

- My dad is a *Conservationist* subscriber
- My sister gives me her *LC* magazine
- [Name withheld] .His father was the original founder of *LA Conservationist*. Capt.[name withheld] from LA Sportsman Assn
 - LA conservationist magazine: "boats of LA."

Box 32

Expo Respondents' Comments: Education and Outreach

- Put the conservationist show back on
- Wish you could advertise for hunter safety program on TV
- Need more bow hunting safety courses
- Education dept. could be better. Hunter education needs more instructors.
- [Conservation organization's name withheld] women's program new and upcoming supporting the women in educating them on what is out there for them participating in.

Two of the comments about the *Conservationist* came from respondents who did not personally receive the magazine but were able to enjoy a relative's subscription. This suggests that the magazine may reach a larger number of people than are on its subscription lists.

One magazine subscriber even offered an idea for an article: the "boats of Louisiana." Another respondent and subscriber, in an interesting coincidence, identified himself as the son of the founder of the magazine.

Two of the comments about education and outreach advocated fishing- or hunting-related television programming. Two requested more hunter education. Another promoted efforts to encourage women's participation in wildlife-based recreation.

There were 4 comments about the Department's enforcement efforts (Box 33). These appreciated the rigorous application and prosecution of fish and game laws.

There were a few comments related to hunting. Some pertained to deer hunting in particular (Box 34) and some to Wildlife Management Areas (Box 35).

Box 33

Expo Respondents' Comments: Enforcement

- D.W.F. is doing an excellent job in my opinion. I really appreciate the enforcement of regulations and citations of poachers. Illegal taking of game, fish, etc.
- Make the penalties stiffer and the community service time longer. Keep up the good work.
- Continue to enforce laws we have
- Random checks at boat launches for limits!
- All agents I have encountered have been very nice and courteous.
- More enforcement on freshwater fishing laws

Box 34**Expo Respondents' Comments: Deer Hunting**

- 6-pt. or better on deer
- Deer management through state at least 4-point or better (Mississippi 1st?)

Box 35**Expo Respondents' Comments: Wildlife Management Areas**

- The department should make a more concentrated effort to mitigate erosion on ALL its WMA's.
- If I hunt and purchase license why do I have to pay \$15 to hunt a WMA? And why do people who just buy a wild stamp not have to?
- The wildlife management areas are great - rival those of most states. I would like to see the state authorize more money to maintain trails and food plots etc. I would support paying a use fee for each time I used a W.M.A.

Fishing and boating (Box 36) drew the more comments (and a higher portion of negative comments) than any of category of responses to this question. Four expressed a desire for a more lenient size limit on fish, in particular bass. One bemoaned the private land cut-off on waterways and another wished the Department luck with the Clean Vessel Program.

Box 36**Expo Respondents' Comments: Fishing & Boating**

- I am not pleased with the way you all have handled the 14" minimum on bass. It is not needed. There are enough resources for everyone to share. I don't like the way you, in my opinion cave into "special interest groups" and use polls to set up laws. Overall I support the efforts of the LWF.
- Lower size limits on fish affected by Hurricane Andrew
- I would like to see the size of bass limit at least be decreased to 12 inches. It doesn't have to be all year. It can be decreased for even a few months out of the year also.
- The bass size limit on the Atchafalaya needs to be reduced maybe to 12"
- More enforcement on freshwater fishing laws
- Would like to be able to buy fishing license in extended periods- 4 yrs. 5 yrs. etc.
- I would like all boat landing listed state maps.
- Are tour boats [allowed to?] feed gators? Questions about Bayou Soileng.
- Good luck on the Clean Vessel Program.
- The private land cut-off on waterways [expletive deleted]. Thanks, [Name withheld]

Conclusion

Most of the Expo respondents were men who resided in a small number of parishes in southeastern Louisiana. The percentage of respondents who participated in hunting and fishing was much larger than the percentage of the population who take part in these activities. This sample was drawn from the "traditional user groups" (hunters, fishers, and boaters) and does not contain significant numbers of the public who participate in other wildlife-based activities like bird-watching and hiking.

This sample gives the Department good marks for overall quality of service and for its licensing system. Like their counterparts on National Hunting and Fishing Day, these respondents may have been favorably biased by the atmosphere of the event. The open-ended comments about the licensing system suggest that more respondents are concerned about convenience (e.g., internet and mail license availability) than cost (e.g., state and interstate license fees). There were also some concerns about Hunter Education, a function that is closely linked with licensing for many young hunters and their families

This sample prefers articles about their favorite wildlife-based activities, hunting and fishing, and the pertinent regulations. The majority turn to magazines, newspapers, and the internet for information.

Responses to the open-ended question on the back of the survey produced comments about law enforcement and the dissemination and distribution of information. Others included comments about hunting, fishing, and boating. Many of these topics were similar to those found in the 2002 National Hunting and Fishing Day survey. This commonality suggests some stability in the concerns of hunters and fishers from one year to the next.

Chapter 8. Selections from the Human Resources Section Survey

In December, 2002 and January, 2003, the Customer Service Committee supervised a survey of Department employees seeking their views and opinions about the Human Resources Section. The Department of Wildlife and Fisheries believes that quality customer service extends to (if not begins with) the employees who serve the public. The Agency wants to make sure that its employees are safe, secure, and satisfied so that they may be motivated to perform their duties thoroughly and attentively. (Satisfied employees breed satisfied customers.)

The Human Resources Section performs many functions that are vital to the work experience of every employee. They deal with pay and class issues, safety training and instruction, insurance and retirement adjustments, and performance planning and review. They supervise several forms of training and instruction (including new employee orientation) and disseminate information regarding policy changes and implementation. The proper provision of these services will enhance employee satisfaction and morale and improve their productivity.

The instrument engaged in this survey was a four-page questionnaire distributed through the mail with a postage-paid addressed envelope for convenient return. The questionnaire contained 24 questions in 4 parts. Most of the questions (21) were closed-ended (multiple choice) and three were open-ended questions, seeking written comments on a variety of topics.

The first part of the survey in sixteen questions elicited the employee respondents' experience with the Human Resources Section, especially their perception of their ability to satisfy the elements of customer service. The second part contained three questions related to

specific items pertaining to the Department's customer service program. The third part (four questions) requested background information from the respondent, including supervisory status, length of service, and the administrative unit and location in which the respondent works. The fourth part contained one question seeking comments and suggestions regarding the Department, the Human Resources Section, and the questionnaire itself.

This survey garnered 234 responses, a 28.2 percent response rate. The survey sample had a disproportionately large share of respondents from the Office of Management and Finance and a disproportionately small share from the Office of the Secretary. It also reported a disproportionately large share of supervisors.

The results of most of this survey (Parts 1, 3, and 4) are described in greater detail in a separate report (*The Louisiana Department of Wildlife and Fisheries Human Resources Survey: An Assessment*, forthcoming). The discussion in the 2003 Customer Service Assessment Report is limited to section 2 (Box 37), which pertained to the Customer Service Program, with two closed-ended and one open-ended question.

Box 37

Questions from the Human Resources Survey
Part 2. Customer Service

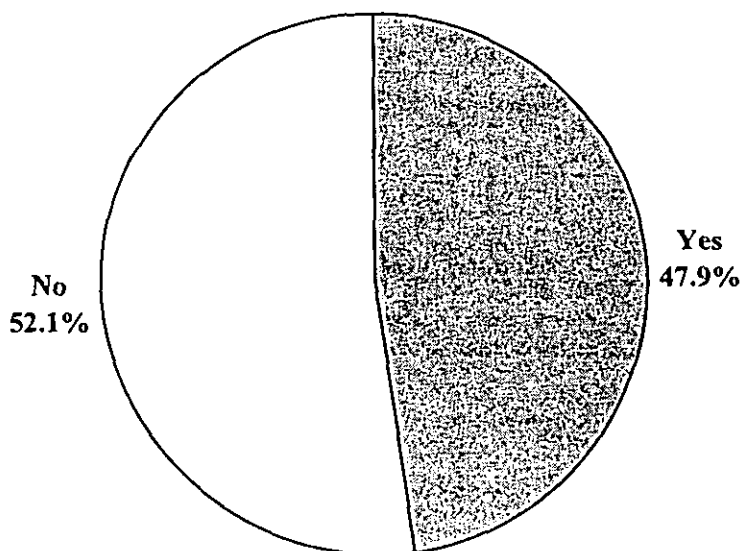
17. Do you know that the Department of Wildlife and Fisheries maintains a Customer Service Committee consisting of employees from each division and office from around the state?
- A Yes
B No
18. Are you aware that there is an Employees Comment Card on the Intranet?
- A Yes
B No
19. What can the Department do to help you to improve the quality of service that you give your customers or to increase your productivity at work? (Please write your answer below. Attach additional paper if necessary.)
-

Awareness of the Customer Service Program

The first question (question 17) in the Customer Service portion of the questionnaire assessed the employees' awareness of the Customer Service Committee. It revealed (Figure 52) that a minority (47.9 percent) are aware of the Committee. (The question, pertaining only to the Committee, does not measure the awareness of the Customer Service *Program* itself.)

Awareness of the Customer Service Committee was higher among supervisors (58.3 percent) than among non-supervisors (39.6 percent). Employees who work at Headquarters were more aware of the Committee's existence (52.2 percent) than those in the field offices (40.6 percent). Respondents working in the Office of Management and Finance reported the highest rate of awareness of the Committee (57.1 percent). A bare majority of respondents in the Office of Fisheries (50.8 percent) and a minority of those in the Office of Wildlife (48.3 percent) and the Office of the Secretary (28.8 percent) were aware of the Committee.

Figure 52. Awareness of the Customer Service Committee



Awareness of the Employee Comment Card

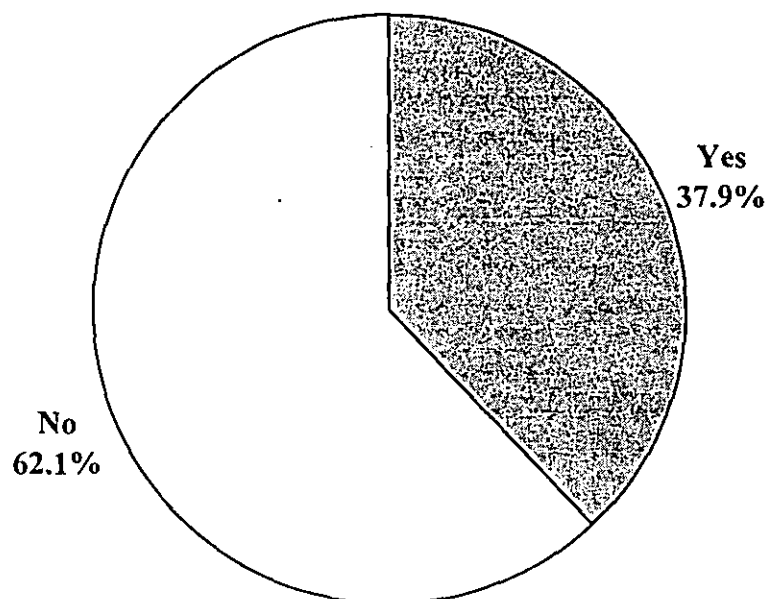
Beginning in 2000, the Customer Service Committee created an Employee Comment Card by which employees might submit to the Customer Service Committee anonymous comments, complaints, or suggestions regarding the workplace. The comment form is available on the Department's intranet site for all employees. Completed submissions can be sent directly to the customer service representative at the Department's Headquarters in Baton Rouge.

After a "good start" in the initial year (21 comment card were submitted in 2000), the number of comments dwindled to 2 in 2001 and 1 in 2002. Concerned with the rather low use of this potentially valuable communication tool, the Committee included a question (question 18) to measure the employees' awareness of the employee comment card posted on the Department's intranet site.

The survey revealed (Figure 53), to little surprise, that many employees are unaware of the employee comment card (62.1 percent). Supervisors report a higher level of awareness (42.7 percent) than non-supervisors (30.2 percent). Respondents in the Office of Management and Finance have the highest level of awareness (47.6 percent) trailed by those in the Offices of Wildlife (41.7 percent), Fisheries (34.9 percent), and the Secretary (21.2 percent). Employees working out of the Headquarters Office are more aware of the employee comment card (42.5 percent) than those in the field offices (29.2 percent).

Interestingly, the customer service representative received two employee comment cards during the period (January) in which the Human Resources survey was being administered. The rest of the year saw only one employee comment card.

Figure 53. Awareness of the Employee Comment Card on the Intranet



Open-Ended Question: Improvements in Productivity and the Quality of Service

The questionnaire section related to the Customer Service program contained one open-ended question (question 19) that focused on means to improve the quality of service and to boost productivity. This question drew 116 written responses that were collected into several topical categories for examination and analysis (Box 38). The comments, with a few exceptions, are not printed verbatim in this report to protect employee anonymity.

One of these topical categories relate directly to the Customer Service program and another to the Human Resources Section. Others related to work facilities (equipment, the internet or computer network, and telephones) or Department functions (information dissemination). Many comments related to broader workplace concepts, such as equity (fairness), employee relations, flex time, paperwork, pay, purchasing, and staffing.

Box 38**Topical Categories for Open-Ended Comments:
Improvements in Productivity and the Quality of Service**

- Customer Service
- Equipment
- Equity (Fairness)
- Human Resources Section
- Information Dissemination
- Internet
- Employee Relations
- Flex Time
- Paperwork
- Pay
- Purchasing
- Staffing
- Telephones

Sixteen comments offered no complaints or suggestions. Half of these made no comment, i.e., "None" or "Nothing." Three urged the Human Resources Section to "keep up the good work." Another expressed explicit satisfaction with the service that the Human Resources Section provides. None of these was placed in any designated topical category.

In addition to the sixteen mentioned above, seven additional comments were not put in a designated topical category because they lacked specificity. Two comments were very general, if not vague, and difficult to interpret: "More time" and "My supervisor takes care of this." Five comments were critical of the Department but offered no specific observations, complaints, or suggestions.

Category: Customer Service

Six questions fall into the category of customer service. Some related to the Customer Service Program itself but most to means to improve the quality of service given to the Department's customers.

One respondent faulted the Customer Service Committee for its composition. This respondent believes that most of the Committee members are people without regular contact with the public. Such individuals, he or she implies, may lack valuable insight that might be gained from frequent interaction with the people whom the Department serves.

To improve customer service, two recommended more training: workshops and seminars. These might educate employees in how best to deal with the public. Another respondent stated that good customer service begins, not with classes and training sessions, but with the individual employees. Each must come to work with a positive attitude.

Another respondent offered an insightful statement. At the center of good "customer service" is "service", that is, the service – namely wildlife-based recreational opportunities - that the public desires. Providing these services requires funding (a necessary ingredient that is far beyond the capacity of the Human Resources Section.)

One respondent offered a proposal to open the License Desk for ten hours per day. This might provide service before and after regular office hours to the convenience of working customers.

Category: Equipment

There were seven comments regarding equipment. Only one of these was complimentary, expressing satisfaction with the current provision of equipment.

Two comments regarded building facilities. One sought more office space for field offices. Another claimed that the heating system in the Headquarters Building is too extreme, either too hot or too cold.

One respondent offered a proposal for changing the uniform ordering system. This person suggested giving each employee a uniform allowance that the individual employee can allocate at his or her discretion.

Two cited problems with vehicles, in particular with their provision or distribution. These two respondents believe that vehicles are not distributed fairly among administrative units.

Category: Equity (Fairness)

Twelve comments addressed fairness. Several were very concise: "Be consistent." "Treat all employees the same.")

One comment expressed a perception of favoritism towards Headquarters. Several were concerned about perceived divisional imbalances ("If one division gets more money, they all should." "(Don't play) petty office politics – treat all divisions equally.") Two comments – including one very lengthy one – thought that the Department is biased in favor of certain administrative units.

Category: The Human Resources Section

Six comments related directly to the Human Resources Section. Only one of these was unequivocally complimentary, saying that the Human Resource Section has improved over the last year and that it may finally have employees with the required expertise.

One respondent urges the Human Resources Section to be "quicker with accurate information" and asks that it corrects its own errors. Another respondent urges the Human Resources Section to listen more carefully and to cease shifting blame on (or "putting things off on") Civil Service.

Another respondent thought that training manuals might be beneficial. This recommendation overlaps with the following category.

Category: Information Dissemination

Twenty-two respondents addressed the dissemination of information. This is the largest topical category under question 19, containing more comments than any other category for this open-ended question.

There is a wide call for better communication overall. One respondent is compelling in stressing the need for both public education *and* employee education.

The Department, one respondent opines, should do a better job at educating the general public. The Agency does many things about which the public is largely unaware. This would benefit both the Department and the public.

One respondent said that the Department needs to be "proactive in getting information on laws, seasons, etc., out." Another stresses the need to release and publicize budget information.

Three respondents call for improved printed materials, especially training manuals and game booklets. These resources should be written so that "employees and the public can understand what they are reading."

The Internet is a handy source, claim other respondents. Some believe that it should be updated more regularly. The web site should include a section on "frequently asked questions", containing information commonly sought by members of the public. Job information should be put on the web site in an effort to draw qualified job applicants.

When the Department is distributing information, it should target dealers, organizations, and media outlets, says one respondent. These should be regular recipients of mailings and e-mail.

Three respondents recommend changes in the telephone system. One specifically desires allowing people access to a recorded message with commonly-sought information.

Several comments focused on the need to keep employees informed. In particular, several would like to see better interdepartmental communication. ("People in the field have no idea what is going on in other divisions ... The public asks questions but we don't know the answers." "It is embarrassing when a customer comes in and you don't.")

The Department might do a more thorough job of informing employees of existing resources. One respondent, for example, called for a statewide directory of Departmental personnel. Such a directory already exists and has been available in print and on the intranet and internet websites for several years. More people should be aware of resources, like these, that are designed to assist them.

Category: Internet (or Computer Networks)

Twelve comments addressed computers, especially the internet⁴. One would like to see on-line permit application and consent forms. Another respondent would like to see the inclusion of all information on one screen (especially the Hunter Safety Card number) in the reflection program.

One respondent believes that new computers are needed. The newer computers might be faster and more effective than current equipment. Another respondent requested a laptop

⁴ Two comments in this category were previously described under the "Category: Equipment" heading: one seeking new computers and the other laptop computers.

computer in place of a desk top computer. Laptops would be more adaptable and convenient and supposedly enhance productivity for those employees who prefer them.

One respondent requested computer training for field personnel. Another would like training in the use of keyboards for faster data entry.

Some would like to see regular updates to the web site. One recommends hiring a full-time web manager.

Category: Employee Relations

Four comments stressed a need for improved employee relations. This is not necessarily an indicator of widespread dissent or dissatisfaction but a desire to see improved communication and heightened morale.

One respondent believes that recognition for excellence is needed. This should be a continuing effort, not a once-a-year event like the current customer service award system.

The other respondents call for more open communication between the Department and its employees. Supervisors and managers, they claim, should listen more frequently to their subordinates. One of these respondents, however, doubts the effectiveness of the Employee Comment Card because employees are afraid to speak frankly lest they suffer retaliation.

Category: Flex Time

Four respondents recommend the adoption of flex time. This, they claim, would adapt work schedules to the individual employees' distinctive needs and boost morale and productivity. One of these respondents believes that flex time has been successfully employed at other state agencies: the Department of Environmental Quality and the Department of Natural Resources.

Category: Paperwork

Twelve comments touched on paperwork. As expected, these unanimously called for a reduction in the amount of paperwork.

Most of the comments were rather general. One respondent expressed a concern that additional personnel might be needed in his or her unit to deal with the extra paperwork. Another stated that support services should provide support and not extra work burdens for other employees.

One respondent derided the Performance Planning and Review (P.P.R.) process as time-wasting.

Category: Pay

Thirteen comments addressed pay rates. Nine simply called for better, that is, higher pay. Several implied that low pay hurts employee morale.

One respondent urges more employee appreciation, perhaps with a Christmas bonus. Two respondents recommend some type of incentive program but only one of these had a specific suggestion: pay incentives for handling dangerous chemicals.

Two respondents addressed not so much the need for higher pay, but a desire for pay equity. These respondents are under the impression that pay raises are distributed inequitably. They called for pay raises for all employees not just "those at the bottom or top of their range."

Category: Purchasing

Two comments referred to the method by which the Department purchases equipments and supplies. One very strongly praised the LaCarte but questioned the efficacy

of buying items on state contract when lower prices are elsewhere available. The second comment in this topical category urged buying items from Louisiana sources.

Category: Staffing

There were eight comments relating to staffing needs. Seven of these implored hiring more staff with the required skills and knowledge for their duties and responsibilities. One respondent specifically asked the Department to "increase staff in my district (Central Louisiana)." Another stressed the need to hire more people in the Computer Section, especially a full-time web manager.

Category: Telephones

Sixteen comments addressed the telephone system at the Department. Half of these (eight) called for answering machines or voice mail. There is a concern that customer service is suffering because telephone calls are being missed. Calls may roll over to a secretary, receptionist, or other employee who may be too busy to answer or otherwise unable to handle the call.

Two respondents call for the wider use of cell phones. One respondent implies that cell phones are more efficient and convenient than radios.

Three comments addressed the need for an improved toll-free telephone system. The first called for increased training for the staff members who answer the telephone. The second calls for more lines in the boat registration system. The third recommends a toll-free line as a means of public contact.⁵ A recorded message could provide answers for frequently asked questions and provide other information that the public seeks.

⁵ This comment was previously discussed under the "Category: Information Dissemination" heading.

Human Resources Survey Conclusion

There is a relatively low degree of familiarity with specific programs that are designed to assist employees in the execution of their duties: the intranet, the employee comment card, and the customer service committee. If the Customer Service Program believes that these initiatives will enhance employee satisfaction or performance, it may wish to increase the awareness of their existence and purpose.

Chapter 9. The Conclusion of the Customer Service Assessment Report

The Customer Service Program had a busy year in 2003 gathering information about many aspects of the customer service experience from all sorts of customers, internal and external. Its findings relate to all Offices, Sections, and Programs within the Department.

The Department conducted surveys of the general public, on customer comment and suggestion cards, on the Department's website, at the National Hunting and Fishing Day event, and at the Lamar Dixon Sportsman's Paradise Hunting and Fishing Exposition. It also surveyed license vendors and members of the media, two important user groups who assist the Department's interaction with the public. Finally, it contacted the Department's employees, that special group of "internal customers", to gather their views regarding the Human Resources Section, which might be used to improve the quality of service it renders.

The results of these surveys indicate that the Department frequently succeeds in pleasing its customers. It points out where the Department maintains a good record for quality customer service and those other areas where there might be some improvement.

The findings of this report will be used when implementing a successful customer service program in the coming year. The detailed plans for continuing the Department's quality customer service are presented in *The Customer Service and Employee Action Plans*.

The Louisiana Department of Wildlife and Fisheries' Customer Service Program is committed to improving the quality of customer service offered by the agency. To do this, it will continue to support its employees and train them in more efficient and effective handling of customers' needs.

Appendices.

Appendix 1.

**Louisiana Department of Wildlife and Fisheries
Internet Customer Service Comment and Suggestion Card**

**CUSTOMER SERVICE COMMENT
SUGGESTION CARD**

Required information:

1. What type of service or activity were you seeking from the Department of Wildlife and

Fisheries? (Please be specific)

2. What was the location of the office or activity you visited (city/place)?

3. If you reside in Louisiana, please let us know what area of the state (parish) you live in.

select one

4. Tell us which activities you participate in (please check all that apply):

- ☐ Hunting
☐ Fishing
☐ Boating
☐ Watching Wildlife (inc. birds)
☐ Feeding Wildlife (inc. birds)
☐ Wildlife Photography
☐ Visit Public Parks or Nature Areas
☐ Camping
☐ Hiking
☐ None of these
☐ Other (please specify below)

5. Please indicate your overall satisfaction level with the Department of Wildlife and Fisheries:

(check one)

- ☐ Excellent
☐ Good
☐ Fair
☐ Poor
☐ Unsure

N/A ▼

Country:

Postal

(Zip) Code:

E-mail:

Phone #:

☐ Check here if you would like a personal response to your comments.

Appendix 2.

**Louisiana Department of Wildlife and Fisheries
Customer Service Comment and Suggestion Card**

Obverse

LDWF Comment / Suggestion Card

1. What type of service or activity were you seeking from the Department of Wildlife and Fisheries? (Please be specific) _____

2. Where was the location of the office or activity you visited (city / place)?

3. So that we may get to know our customers better, please tell us your primary occupation.

4. In which parish do you live? _____
5. Please indicate your overall satisfaction level with the Department of Wildlife and Fisheries?
(Circle One) Excellent Good Fair Poor N/A

6. For each statement that applies to your situation, please circle the best response:
 - a) The treatment you received was courteous and respectful. Yes No Somewhat
 - b) The person you spoke with listened attentively to you regarding your request / problem. Yes No Somewhat
 - c) The person you spoke with was knowledgeable. Yes No Somewhat
 - d) The person you spoke with was easy to understand. Yes No Somewhat
 - e) Your questions or problems were dealt with to your satisfaction. Yes No Somewhat
 - f) Your questions or problems were dealt with in a timely manner. Yes No Somewhat
 - g) The appearance of the facility you visited was neat and clean. Yes No Somewhat
 - h) Can you think of anything that we can do to improve our service to you? * Yes No

* If yes, please fill out the comment section on the back.

Reverse

Place Tape Here

Thank you for taking the time to help us improve our service to you.

<http://www.wlf.state.la.us>

You may also submit your comments or suggestions at any time to the Department's home page:

Please deposit this card in the Comment / Suggestion Box located near the entrance of selected facilities operated by the Louisiana Department of Wildlife and Fisheries, or simply fold, tape, and send it to us via U.S. mail.

E-mail address (if applicable): _____

City, State, Zip: _____

Address: _____

Name: _____

Phone: () _____

If you would like a personal response to your concerns, please provide us with the following:

Comments or Suggestions: _____

Please Place
First Class
Postage
Here

Louisiana Department of Wildlife and Fisheries
Socioeconomic Research and Development Section
P.O. Box 98000
Baton Rouge, LA 70898-9000

Place Tape Here

Appendix 3.

**Louisiana Department of Wildlife and Fisheries'
Customer Service Questionnaire Distributed at
National Hunting and Fishing Day Event
Waddill Wildlife Management Area
Baton Rouge, Louisiana
September 28, 2002**



National Hunting and Fishing Day 2002

Louisiana Department of Wildlife and Fisheries

Customer Service Questionnaire



PLEASE PROVIDE THE FOLLOWING INFORMATION TO HELP THE DEPARTMENT OF WILDLIFE AND FISHERIES SERVE YOU BETTER.

1. Please indicate your:

a) Gender: ☐ Male ☐ Female

b) Age: ☐ < 16 ☐ 16 - 24 ☐ 25 - 34 ☐ 35 - 44 ☐ 45 - 54 ☐ 55 - 64 ☐ > 64

c) Zip Code of Home Address: _____

2. What is your overall perception of the service(s) you have received from the Department of Wildlife and Fisheries?

☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Unsure

3. What types of wildlife and fishery-related activities do you participate in? (Check All That Apply)

☐ Hunting ☐ Fishing ☐ Watching Wildlife (Incl. Birds) ☐ Feeding Wildlife (Incl. Birds)
☐ Wildlife Photography ☐ Visit Public Parks or Nature Areas ☐ Camping ☐ Hiking ☐ Boating
☐ None ☐ Other (Please Specify): _____

4. Approximately, how many days per year do you participate in wildlife and fishery-related activities? _____

5. What factor(s) prevents you from participating in wildlife and fishery-related activities more often? (Check All That Apply)

☐ Not Enough Money ☐ Not Enough Time ☐ Not Enough Interest ☐ Length of Seasons
☐ Need More Good Places To Hunt/Fish ☐ Other (Please Explain) _____

6. Before today, how many times have you attended National Hunting and Fishing Day events in Louisiana? _____

7. Where did you hear about the National Hunting and Fishing Day event? _____

8. Did you attend the Lamar-Dixon Sportsman's Paradise Hunting, Fishing, and Outdoor Expo in Gonzales on August 24 - 25, 2002?

☐ Yes ☐ No

The Department's mission is to:

- (1) manage, conserve and promote Louisiana's fish, wildlife, and habitat resources;
- (2) provide for the use and enjoyment of the resources placed under its stewardship;
- (3) provide a safe environment for the users of nature-based recreational and commercial resources.

9. Do you feel that the Department is adequately fulfilling its mission? ☐ Yes ☐ No

10. What can the Department do in the future to better fulfill its mission or improve its services?

If you have any other comments, please place them on the back of this page. Thank you.

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There is no handwriting or other markings on the paper.

Thank you for taking the time to help us get to know our customers better.

Appendix 4.

**Louisiana Department of Wildlife and Fisheries'
Customer Service Questionnaire Distributed at
Lamar Dixon Sportsman's Paradise
Hunting and Fishing Exposition
Gonzales, Louisiana
August 22-24, 2003**



2003 Sportsman's Paradise Hunting, Fishing & Outdoor Expo

Louisiana Department of Wildlife and Fisheries
Customer Service Questionnaire



Please provide the following information to help the Department of Wildlife and Fisheries serve you better.

1. Please indicate your:

a) Gender: ☐ Male ☐ Female

b) Age: ☐ < 16 ☐ 16 - 24 ☐ 25 - 34 ☐ 35 - 44 ☐ 45 - 54 ☐ 55 - 64 ☐ > 64

c) Zip Code of Home Address: _____

2. What types of wildlife and fishery-related activities do you participate in? (Check all that apply)

☐ Hunting ☐ Fishing ☐ Bird Watching (at home) ☐ Bird Watching (away from home)
☐ Boating ☐ Camping ☐ Other _____ ☐ None

3. In the past year, did you participate in any of these activities on a Louisiana Wildlife Refuge or Wildlife Management Area?

☐ Yes ☐ No

4. What is your overall perception of the service(s) you have received from the Department of Wildlife and Fisheries?

☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Unsure

5. How did you acquire your last hunting or fishing license or Wild Louisiana stamp?

☐ On-Line ☐ By Telephone ☐ Department of Wildlife and Fisheries Office
☐ Wal-Mart ☐ Academy Sports ☐ I have never purchased a hunting or fishing license.

☐ Other (Please Specify) _____
(Example: Marina, Tackle Shop, Hunting Goods Store, Convenience Store, etc.)

6. Please rate your over-all experience in acquiring a hunting or fishing license.

☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Unsure

7. What can the Department do in the future to make getting a license easier or more convenient?

8. Where do you usually look for information about wildlife & fishery-related activities? (Check All That Apply)

☐ Magazines ☐ Newspapers ☐ Association newsletters or publications
☐ Television ☐ Radio ☐ Internet ☐ Other (Please Specify) _____

9. Which of the following wildlife and fisheries topics do you like to read about?

☐ Hunting ☐ Fishing ☐ Boating ☐ Camping ☐ Regulations ☐ Citations
☐ Bird-Watching ☐ Endangered Species ☐ Hiking ☐ Other (Please Specify) _____

Appendix 5.

**Louisiana Department of Wildlife and Fisheries'
Human Resources Customer Service Assessment Survey**

Human Resources Customer Service Assessment Survey - 2002

Part 1. The Human Resources Section

In this section we ask for your views about the performance of the Louisiana Department of Wildlife and Fisheries Human Resources Section.

- 1 Have you ever personally had any contact with the Human Resources Section?
(Please circle your selection.)

- A. Yes
B. No (If "No", Skip to Question 12)

When was the last time you had contact with the HR Section?

- A. Within six months or less
B. Six months to one year ago
C. One to two years ago
D. More than two years ago

For the following ten questions (2 – 11), please rate the Human Resources Section.
(Please circle your selection.)

Please rate the following as to your contact with Human Resources (HR) personnel ...		Poor	Fair	Good	Very Good	Excellent
2	Treated me with respect and courtesy.	P	F	G	VG	E
3	Provided me with current and accurate information.	P	F	G	VG	E
4	Had the required knowledge and skills to help me.	P	F	G	VG	E
5	Directed me to the correct person or office as needed.	P	F	G	VG	E
6	Spoke clearly and understandably (minimal jargon).	P	F	G	VG	E
7	Responded in a timely manner.	P	F	G	VG	E
8	Treated me fairly and consistently.	P	F	G	VG	E
9	Listened attentively and encouraged feedback.	P	F	G	VG	E
10	Were accessible when needed.	P	F	G	VG	E
11	Conveyed a positive attitude.	P	F	G	VG	E

12 Does the HR Section keep employees updated on the latest changes in training, benefits, etc., through e-mail, notices, handouts, and other means?

- A. Yes
- B. No

13 Please rate the overall quality of the services you received from the HR Section.

- A. Poor
- B. Fair
- C. Good
- D. Very Good
- E. Excellent

14 Since you began working for Wildlife and Fisheries, how has the quality of service provided to you by the HR Section changed?

- A. Greatly Declined
- B. Slightly Declined
- C. Remained the Same
- D. Slightly Improved
- E. Greatly Improved

15 Have you ever used the HR Intranet site to review a policy or procedure or to download a form?

- A. Yes
- B. No (If "No", Skip to Question 16)

If "Yes", please rate the HR Section's Intranet site:

- A. Excellent
- B. Very Good
- C. Good
- D. Fair
- E. Poor

16 What improvements would you recommend for the HR Section and its programs?
(Please write your answer below.)

Part 2. Customer Service

Please answer the questions below regarding some of the programs and services within the Louisiana Department of Wildlife and Fisheries Office of Management and Finance. Please circle the appropriate response.

- 17 Do you know that the Department of Wildlife and Fisheries has a Customer Service Committee consisting of employees from each division and from around the state?
- A. Yes
B. No
- 18 Are you aware that there is an Employee Comment Card on the Intranet?
- A. Yes
B. No
- 19 What can the Department do to help you to improve the quality of service that you give to your customers or to increase your productivity at work?
(Please write your answer below. Attach additional paper if necessary.)

Part 3. Background Information

Please answer the following questions to give us some background information on the Department's employees and this survey's respondents. Remember all answers are **anonymous and completely confidential**.

- 20 In which Office or Division do you currently work?
(Please choose the most specific by checking the appropriate box.)

Office of Fisheries

- ☐ Inland Fisheries Division
☐ Marine Fisheries Division

Office of Wildlife

- ☐ Wildlife Division
☐ Fur & Refuge Division

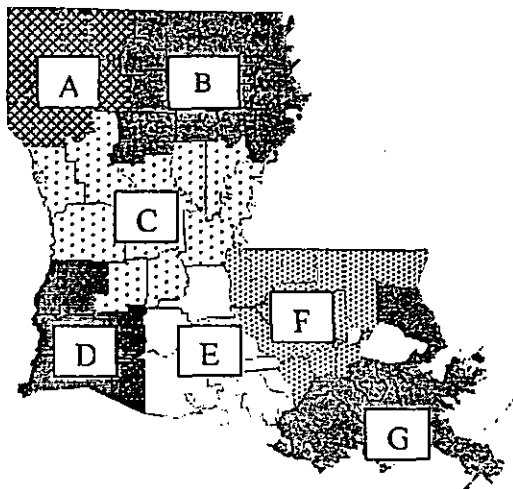
Office of the Secretary

- ☐ Enforcement Division
☐ Other Unit Within the
Secretary's Office

- ☐ Office of Management and Finance

- 21 In which of these Census Zones is your work domicile (the office to which you are assigned) located? (Please check the appropriate box.)

- ☐ Zone A
 - ☐ Zone B
 - ☐ Zone C
 - ☐ Zone D
 - ☐ Zone E
 - ☐ Zone F
 - ☐ Zone G
- ☐ Headquarters
☐ New Orleans



- 22 How many years of service do you have with Wildlife and Fisheries?

_____ Years

- 23 What is your current position at Wildlife and Fisheries?
(Please circle your selection)

- A. Supervisory
- B. Non-Supervisory
- C. Student Worker

Part 4. Comments and Suggestions

If you have any comments about the Human Resources Section or the Louisiana Department of Wildlife and Fisheries, the Office of Management and Finance, please write them in this section.

ENFORCEMENT CASE REPORT

NOVEMBER, 2003

REGION 1: MINDEN**PARISHES: BIENVILLE, BOSSIER,
CADDO, CLAIBORNE,
WEBSTER, RED RIVER,
DESOTO**

TOTAL CASES	47
TOTAL	DESCRIPTION OF CITATION
2	Boating Safety
4	Angling W/O Resident License
1	Fishing W/O Resident Pole License
1	Sell Commercial Fish W/O Commercial License
1	Hunting W/O Resident License
1	Failure To Abide By Commission Rules And Regulations
2	Hunt From Moving Vehicle
2	Hunt W/O Resident Big Game License
1	Hunt And/Or Take Deer Illegal Hours
2	Hunt Deer From Public Road
3	Take Illegal Deer Open Season
2	Take Over Limit Deer
1	Failure To Maintain Sex ID
6	Failure To Wear Hunter Orange
1	Violate Non-Toxic Shot Regulations
2	Hunt Ducks Closed Season

1	Hunt Ducks Closed Season (State Charge, Juvenile) (Code #642.1)
1	Possession Over Limit Ducks (Field Possession)
6	Not Abiding By Rules And Regulations On WMA
1	Hunt On WMA W/O WMA Permit
2	Littering
2	Operate ATV On Public Road
2	Discharge Firearm From Public Road

WRITTEN WARNINGS:

TOTAL 17	DESCRIPTION OF CITATION
2	Boating Safety
1	Hunting W/O Resident License
1	Hunt MGB W/O State Stamp
3	Failure To Wear Hunter Orange
10	Not Abiding By Rules And Regulations On WMA

CONFISCATIONS:

CONFISCATION DESCRIPTION
3 Wood Ducks; 1 Savage 30-06 Rifle; 50 Lb. Catfish; 1 Browning 270 Cal. Rifle W/Nikon Scope; 2 Doe Deer; Deer Parts; 25 Lead Shot Shells

TOTAL OF EACH CATEGORY FOR REGION I:

TOTAL	DESCRIPTION
2	Boating
1	Commercial Fishing
5	Federal Migratory
2	Littering
11	Miscellaneous
5	Recreational Fishing
21	State Hunting/Trapping
17	Written Warnings

TOTAL NUMBER FOR PUBLIC ASSISTANCE:

TOTAL	DESCRIPTION
0	Public Assistance

REGION 2: MONROE**PARISHES: E. CARROLL, JACKSON,
LINCOLN, MOREHOUSE,
OUACHITA, RICHLAND,
UNION, W. CARROLL**

TOTAL CASES	184
TOTAL	DESCRIPTION OF CITATION
7	Boating
6	Discharge Firearm From A Public Road
1	Hunt From Public Road
5	Hunt W/O Resident Basic License
5	Hunt W/O Resident Big Game License
45	Failure To Aide By Rules and Regulations on WMA
1	Trapping In Closed Season
16	Hunt Deer From A Public Road
35	Hunt From Moving Vehicle
3	Hunt DMAP Land Without Permit From Owner
8	Hunt Deer Illegal Hours
3	Hunt Turkey Closed Season
3	Hunt Turkey With Rifle
1	Attempt To Take Non-Game Bird (Federal)
1	Take Illegal Deer Open Season
6	Angle Without A Resident License

1	Contributing To The Delinquency of A Minor
1	Hunt MGB Illegal Hours
1	Illegal Spotlighting From A Public Road
7	Failure To Wear Hunters' Orange
1	Failure To Abide By Commission Rules
2	Angle W/O A Non-resident License
12	Operate ATV On Public Road
1	Hunt Under Revocation
1	Illegal Possession Of Alcohol
1	Illegal Possession Of Marijuana
1	Fish W/O Pole License
1	Littering
1	DWI
1	Driving Under Suspension
1	Driving Left Of Center
2	Hunt Deer From A Moving Boat
1	Hunt With Unsigned Federal Duck Stamp
1	Hunt On WMA W/O WMA Permit
1	Simple Obstruction Of A Highway

WRITTEN WARNINGS:

TOTAL	10	DESCRIPTION OF CITATION
1		Angle W/O Resident License
9		Not Abiding By Rules And Regulations On WMA

CONFISCATIONS:

CONFISCATION DESCRIPTION
1- Marlin 30-30 Rifle With Scope; 1- Hen Turkey; 1- Browning 25-06 Rife With Scope; 2- .300 Magnum Casings; 1- Live .300 Magnum Round; 1- 30-06 Casing; 1- Live 30-06 Round; 3-.270 Casings; 1-Live .270 Round; 1- Spotlight; 1- 380 Pistol; 1- Button Buck; 1- Bag Of Marijuana; 1- Ruger .22 Rife With 100 Long Rifle Bullets

TOTAL OF EACH CATEGORY FOR REGION 2:

TOTAL	DESCRIPTION
7	Boating
-0-	Commercial Fishing
3	Federal Migratory
1	Littering
19	Miscellaneous
9	Recreational Fishing
145	State Hunting/Trapping
10	Written Warnings

TOTAL NUMBER FOR PUBLIC ASSISTANCE:

TOTAL	DESCRIPTION
10	Public Assistance

REGION 3: ALEXANDRIA**PARISHES: AVOYELLES, GRANT,
NATCHITOCHES,
RAPIDES, SABINE,
VERNON, WINN**

TOTAL CASES	202
TOTAL	DESCRIPTION OF CITATION
1	Hunting With Unplugged Gun
2	Comm. R/R Hunt Deer over Bait KNF
24	Failure To Wear Hunters Orange
13	Hunt Deer Illegal Hours
11	Hunt From Moving Vehicle
14	Hunt Deer From Public Road
1	Discharge Gun From Public Road
1	Hunt Deer Closed Area
4	Possession of Buckshot During Closed Deer Season
1	Failure to Maintain Sex I.D.
4	Possession of Illegally Taken Deer
3	Hunting W/O Non-Resident Big Game License
5	Hunting W/O Non-Resident License
2	Possession Of Spotted Fawn
2	Hunting MGB W/O State MGB License
1	Take Illegal Deer O/S

5	Hunt MGB Illegal Hours
13	Hunt Deer Illegal Methods
1	Comm. R/R Organized Deer Drive On KNF
7	Hunt W/O Resident License
8	Hunt W/O Resident Big Game License
1	Take Over Limit Of Ducks
2	Violate Non-Toxic Shot Requirements
4	Failure to Comply With PFD Req.
1	Expired Boat Reg. Certificate
1	Operate Unregistered. Boat
1	Failure to Have PFD on Person Under 13
1	Littering
3	Operate ATV On Public Road
2	Possession Of Firearm By Convicted Felon
1	Illegal Possession Of Marijuana
1	Reckless Operation Of Vehicle
1	Flight From An Officer
1	Operate Motor Vehicle Under Suspension
2	Possession of CDS II
3	Angling W/O License (Non-Resident)

1	R/R Operating An ATV On Undesignated Trail
1	R/R Squirrel Hunting During Youth Deer Hunt
6	Hunt On WMA W/O WMA Hunting Permit
1	Hunt MGB W/O State Stamp
1	R/R Hunt Under Influence Of Marijuana
1	Illegal Possession Of Drug Paraphernalia
3	Simple Possession Of Marijuana
7	R/R Loaded Firearm In Vehicle
8	R/R Hunt In Closed Area
1	Illegal Possession Of Marijuana
4	R/R Hunting Under Influence Of Alcohol Or Drugs
2	Angling W/O A License
8	R/R Making Organized Deer Drive
3	Criminal Trespass On Federal Property
2	R/R Possession Of Firearm On WMA Closed Season
1	R/R Enter WMA Via I-49
1	Operate Unregistered Motorboat
2	R/R Operate ATV In Restricted Area
1	Federal Hunt Ducks W/O Federal Duck Stamp

WRITTEN WARNINGS:

TOTAL	DESCRIPTION OF CITATION
1	Hunting W/O Resident Big Game License
1	R/R Hunting W/O Hunters Orange Hat

CONFISCATIONS:

CONFISCATION DESCRIPTION
11 – Rifles 9 – Deer 2 – Shotguns

TOTAL OF EACH CATEGORY FOR REGION 3:

TOTAL	DESCRIPTION
8	Boating
0	Commercial Fishing
12	Federal Migratory
1	Littering
24	Miscellaneous
5	Recreational Fishing
152	State Hunting/Trapping
2	Written Warnings

TOTAL NUMBER FOR PUBLIC ASSISTANCE:

TOTAL	DESCRIPTION
6	Public Assistance

REGION 4: FERRIDAY**PARISHES: CALDWELL, CATAHOULA,
CONCORDIA, FRANKLIN,
LASALLE, MADISON, TENSAS**

TOTAL CASES	208
TOTAL	DESCRIPTION OF CITATION
8	Boating Safety Violations
2	Angling W/O A Resident License
1	Angling W/O A Non-Resident License
7	Hunting W/O Resident License
3	Failure To Abide By Commission Rules & Regulations
3	Hunting From A Moving Vehicle
1	Hunting W/Unplugged Gun
3	Hunt Wild Quadrupeds Illegal Hours
4	Hunt Across Public Road Or Right Of Way
1	Hunt Or Discharge Firearm From Levee
10	Hunt W/O Resident Big Game License
1	Hunt Deer Illegal Methods
1	Hunt Or Take Deer From Public Road
3	Possession Of Illegally Taken Deer
10	Fail To Comply W/Hunters Orange Regulations
1	Hunt W/O Muzzleloader License

2	Hunt On DMAP Lands W/O Permit From Land Owner/Lessee
1	Hunt Ducks W/O Federal Stamp
1	Using Lead Shot In Area Designated As Steel Shot Only
125	Not Abiding By Rules & Regulations On WMA
10	Hunt On WMA Without WMA Hunting Permit
1	Resisting An Officer
2	Theft Of Livestock
1	Operating A Vessel While Intoxicated
6	Littering

WRITTEN WARNINGS:

TOTAL 12	DESCRIPTION OF CITATION
3	Fail Comply W/Hunters Orange Regulations
6	Not Abiding By Rules & Regulations On WMA
3	Hunt On WMA Without WMA Hunting Permit

CONFISCATIONS:

CONFISCATION DESCRIPTION
3 Deer; 1 Rifle; 19' Aluminum Boat; 225 Hp Mercury Motor; Boat Trailer

TOTAL OF EACH CATEGORY FOR REGION 4:

TOTAL	DESCRIPTION
8	Boating
0	Commercial Fishing
2	Federal Migratory
6	Littering
4	Miscellaneous
3	Recreational Fishing
185	State Hunting/Trapping
12	Written Warnings

TOTAL NUMBER FOR PUBLIC ASSISTANCE:

TOTAL	DESCRIPTION
12	Public Assistance

REGION 5: LAKE CHARLES**PARISHES: BEAUREGARD, CALCASIEU,
EVANGELINE, ALLEN,
CAMERON, ACADIA,
VERMILION, JEFF DAVIS**

TOTAL CASES	131
TOTAL	DESCRIPTION OF CITATION
10	Boating
1	Allow Another To Use Recreational License
7	Angling W/O A License
3	Angling W/O A License Non-Resident
1	Take Illegal Size Black Bass
2	Take Or Poss. U/S Black Drum (Rec.)
1	Take Or Poss. O/L Black Drum (Rec.)
1	Fail To Comply W/Charter Boat Regulations
1	Fail To Have Comm. Lic. In Poss.
1	Take Or Sell Comm. Fish Or Bait Species W/O Comm. Lic.
1	Comm. Fisherman Sell To Consumer W/O Fresh Products Lic.
1	Sell And/Or Buy Fish W/O Wholesale/Retail Dealer's Lic. (Res.)
1	Fail To Maintain Records
1	Buy Comm. Fish From Unlicensed Fisherman
1	Allow Unlicensed Fisherman To Use Vessel Lic. Or Vessel

1	Allow Unlicensed Fisherman To Use Comm. Gear Lic.
3	Hntg. From Moving Vehicle And/Or Aircraft
2	Hntg. W/Unplugged Gun Or Silencer
1	Poss. Live Wild Quadrupeds/Wild Birds W/O Permit
4	Hunt Or Take Deer Or Bear Illegal Hours Or W/ Artificial Lights
4	Hunt Or Take Illegal Deer Open Season
2	Hunt/Trap On DMAP Lands W/O Permit From Owner/Lease
7	Hntg. W/O A Resident Lic.
5	Hntg. W/O Resident Big Game License
14	Fail To Wear Hunter's Orange
6	Hntg. Ducks Or Geese W/O Federal Stamp
1	Hntg. MGB W/Unplugged Gun
4	Hntg. MGB Illegal Hours
2	Hntg. MGB From A Vehicle
6	Violate Non-Toxic Shot Requirements
5	Hntg. MGB W/O State Migratory License
6	Hntg. MGB W/O State Hunting License
3	Take Or Poss. O/L Of Ducks – Field Possession
9	Not Abiding By Rules/Regulations On WMA

1	Hntg. On WMA W/O WMA Hntg. Permit
2	Illegal Spotighting From Public Road
3	Illegal Poss. Of Drugs Or Marijuana
4	Other Than Wildlife & Fisheries Violations
2	Operate ATV Vehicle On Public Road
1	Miscellaneous Federal Violations

WRITTEN WARNINGS:

TOTAL 0	DESCRIPTION OF CITATION

CONFISCATIONS:

CONFISCATION DESCRIPTION
1 Bag Mushrooms; 2 Bags Marijuana; 1 Marijuana Cigarette; 1 Marijuana Cigar; 1 Glass Pipe; 1 Smoking Pipe; 1 Brown/Orange Smoking Pipe; 3-270 Rifles; 1-243 Rifle; 1-30/30 Rifle; 3-30/06 Rifles; 9 Live Rifle Rounds; 1 Spent Rifle Shell; 18 Spent Shotgun Shells; 8-12 Ga. Shotgun Shells; 23 – Lead Shot Shells; 1 Streamlight; 38 Ducks; 1 Goose; 2 Doe Deer; 2 Deer Carcasses; 2 White Tail Deer Heads; 9 Raccoons RTW; 3 Rods; 3 Reels; 3 Black Drum RTW; 1 Big Game License; 1 Comm. Fisherman's Lic.; 1-120 Quart Ice Chest; (RTW Means Return To Wild, Or Return To Water); 1,947 Lbs. Red Snapper; 94 Lbs. Vermilion Snapper; 217 Lbs. Lane Snapper; 20 Lbs. Dolphin; 70 Lbs. Bar Jack; 55 Lbs. Trigger Fish Sold For \$4,791.00.

TOTAL OF EACH CATEGORY FOR REGION V:

TOTAL	DESCRIPTION
10	Boating
9	Commercial Fishing
34	Federal Migratory

0	Littering
11	Miscellaneous
15	Recreational Fishing
42	State Hunting/Trapping
0	Written Warnings
10	Wildlife Management Area

TOTAL NUMBER FOR PUBLIC ASSISTANCE:

TOTAL	DESCRIPTION
4	Public Assistance

REGION 6: OPELOUSAS

**PARISHES: IBERIA, IBERVILLE,
PT.COUPÉE, LAFAYETTE,
ST. LANDRY, ST. MARTIN,
W.B.R.**

TOTAL CASES	142
TOTAL	DESCRIPTION OF CITATION
31	Boating
4	Hunt W/O Muzzleloader License
5	Angling W/O Non-Resident License In Possession
32	Angling W/O License
3	Fail To Comply With Hunter Safety Regulations
2	Hunt MGB With Unplugged Gun
5	Hunt MGB W/O Federal Stamp
3	Hunt Snipe Closed Season
6	Take Illegal Size Black Bass
1	Hunt From Levee Road
1	Hunt On WMA W/O WMA Hunting Permit
3	Not Abiding By Rules/Regulations On WMA
3	Angling W/O Resident Pole License
2	Hunt W/O Resident License
2	Hunt MGB W/O State MGB License
1	Hunt W/O Resident License

1	Discharge Firearm From Public Road
3	Hunt Or Take Deer Illegal Hours With Artificial Light
5	Hunt From Moving Vehicle
3	Hunt Or Take Deer From Public Road
3	Illegal Spotlighting From Public Road
3	Take/Possess Over Limit Of Ducks
1	Allow Unlicensed Fisherman To Use Commercial Vessel
1	Allow Unlicensed Fisherman To Use Commercial Gear
1	Take Or Sell Commercial Fish Or Bait Species W/O Commercial License
2	Fail To Abide By Commission Rules
2	Hunt W/O Resident Big Game License
6	Failure To Wear Hunter's Orange
2	Field Possession Of Deer Meat W/O Tag
1	Commercial Fisherman Sell To Consumer W/O Fresh Products License
2	Hunt Wild Quadrupeds Illegal Hours
2	Use WMA W/O License Or Stamp

WRITTEN WARNINGS:

TOTAL	DESCRIPTION OF CITATION
14	Boating
5	Angling W/O Non-Resident License

12	Angling W/O Resident License
6	Not Abiding By Rules/Regulations On WMA
2	Use WMA W/O License Or Stamp
4	Fail To Wear Hunter's Orange
1	Bow Hunt W/O License
2	Take Illegal Size Black Bass
2	Hunt W/O Resident License

CONFISCATIONS:

CONFISCATION DESCRIPTION
1 Rod And Reel, Several Untagged Deer Parts, 1 Spotlight, 2 Arrows, 1 Bow, LADT Tags, 1 Muzzleloader, 1 Deer, 4 Teal, 1 Northern Shoveler, 1 Snipe, 19 Black Bass, 1 Squirrel, 1 Pistol, 2 Live Rounds, 4 Empty Rounds of .38 Special, 4 Shovelers, 7 Hooded Mergansers, 1,569 Lbs. Shrimp, 2 Trawls, 2 Commercial Licenses, Check Totaling \$1,071.90

TOTAL OF EACH CATEGORY FOR REGION 6:

TOTAL	DESCRIPTION
31	Boating
4	Commercial Fishing
13	Federal Migratory
0	Littering
10	Miscellaneous

46	Recreational Fishing
38	State Hunting/Trapping
48	Written Warnings

TOTAL NUMBER FOR PUBLIC ASSISTANCE:

TOTAL	DESCRIPTION
2	Public Assistance

REGION 7: BATON ROUGE

**PARISHES: ASCENSION, E.B. ROUGE,
E. FELICIANA, LIVINGSTON
ST. HELENA, ST. TAMMANY,
TANGIPAHOA, WASHINGTON,
W. FELICIANA**

TOTAL CASES	132
TOTAL	DESCRIPTION OF CITATION
1	Hunt Ducks Without Federal Stamp
1	Violate Non-Toxic Shot Regulations
1	Hunt MGB Without Basic License
1	Hunt MGB Without State MGB License
16	Hunt Deer from a Moving Vehicle
11	Hunt Deer from Public Road
15	Hunt Deer Illegal Hours
1	Hunt Deer Closed Area
1	Possession Over Limit Of Deer
2	Hunt Deer Illegal Methods
1	Hunt Wild Quadrupeds Illegal Hours
1	Possess Live Alligator Without Permit
1	Illegally Selling Of Non-Game Quadrupeds (Alligator)
5	Contributing To Delinquency Of A Juvenile
12	Boating Safety (1-DWI)
14	Angling Without Basic Resident License

2	Angling Without License, Non-Resident
2	Selling Fish Without Retail Seafood License
1	Tending Crab Traps Illegal Hours
4	Hunt Without Basic Resident License
4	Hunt Without Resident Big Game License
5	Hunt Without Resident Muzzleloader License
1	Hunt On W.M.A. Without Permit
15	Violate Rules And Regulations On W.M.A.
1	Hunt with Unplugged Gun
9	Failure To Wear Hunters Orange
2	Hunt MGB Illegal Hours
1	Hunt MGB (Ducks) Closed Season
1	Hunt MGB With Unplugged Gun

WRITTEN WARNINGS:

TOTAL 7	DESCRIPTION OF CITATION
2	Boating
2	Angling Without Resident License
3	Violate Rules and Regulations on W.M.A.

CONFISCATIONS:

CONFISCATION DESCRIPTION	
9-Rifles 1-Shotgun 4-Q-Beams	3-Deer 2-Wood Ducks 1-Alligator (Returned To Wild)

TOTAL OF EACH CATEGORY FOR REGION 7:

TOTAL	DESCRIPTION
139	
12	Boating (1-DWI)
3	Commercial Fishing
8	Federal Migratory
-0-	Littering
5	Miscellaneous
16	Recreational Fishing
88	State Hunting/Trapping
7	Written Warnings

TOTAL NUMBER FOR PUBLIC ASSISTANCE:

TOTAL	DESCRIPTION
4	
4	Public Assistance Assist Motorists

REGION 8: NEW ORLEANS**PARISHES: PLAQUEMINES, ST. BERNARD,
ORLEANS, JEFFERSON,
ST. CHARLES**

TOTAL CASES	246
TOTAL	DESCRIPTION OF CITATION
37	Boating
28	Angling W/O A License
3	Angling W/O A Non-Resident License
1	Violate Recreational Gear License Requirement
8	Angling W/O Saltwater License
2	Angling W/O Saltwater License Non-Resident
2	Take/Poss. O/L Red Drum (On Water)
2	Poss. O/L Of Red Drum In Excess of 27" (Recreational)
4	Take Or Poss. Undersized Red Drum 16"Minimum
7	Take Or Poss. Undersized Spotted Sea Trout (Recreational)
1	Commission Rules and Regulations - Amberjack
5	Take/Poss. O/L Spotted Sea Trout (On Water)
2	Cml. Fisherman Sell To Consumer W/O A Fresh Products License
3	Take Or Poss. Commercial Fish W/O Vessel
1	Sell And/Or Buy Fish W/O Wholesale/Retail Dealer's License
1	Shed Soft Shell Crabs W/O Shedding License

17	Fail To Maintain Records
1	Transport W/O Required License
6	Use Saltwater Net Illegally
3	Possess Net W/O Traversing Permit
1	Buy Commercial Fish From Unlicensed Fisherman
1	Use Crab Traps W/O Required Markings
2	Failure to Have Written Permission
7	Unlawfully Take Oysters From State Water Bottoms
4	Unlawfully Take Oysters Off A Private Lease
1	Failure To Display Proper Number On Vessel
1	Violate Sanitation Code (Log Book)
1	Violate Sanitation Code (Refrigeration)
2	Hunting W/O Resident License
2	Failure To Abide By Commission Rules
3	Hunting From Moving Vehicle
5	Hunt Wild Quadrupeds And/Or Wild Birds Illegal Hours
6	Hunt Or Take Deer Closed Season
6	Hunt Or Take Deer Illegal Hours
4	Hunt Deer Illegal Methods
4	Possession Of Illegally Taken Deer

4	Take/Possess Spotted Fawn
2	Hunting With Unsigned Duck Stamp
1	Hunting MGB With Unplugged Gun
5	Hunting MGB Illegal Hours
3	Hunting Ducks Closed Season
1	Take/Possess Over Limit Of Ducks
2	Not Abiding By Rules And Regulations On WMA
3	Hunt On WMA W/O WMA Hunting Permit
1	Obtain License By Fraud
8	Use More Than One Strike Net To Commercially Take Mullet
13	Take Commercial Mullet Closed Illegal Hours
3	Poss. Red Drum Illegally
4	Littering
4	Criminal Trespass
5	Other Than Wildlife And Fisheries
1	Obtain License By Fraud

WRITTEN WARNINGS:

TOTAL 31	DESCRIPTION OF CITATION
14	Boating
10	Angling W/O A License
1	Angling W/O A Saltwater License
2	Take or Poss. Undersized Red Drum
2	Take or Poss. Undersized Black Drum
1	Commission Rules and Regulations - Snapper
1	Take or Poss. O/L Black Drum

CONFISCATIONS:

CONFISCATION DESCRIPTION
Sold @Bid.....Mulletts(5,774 Lbs., \$2,954.45; Donated.....Red Drum(18), Speckled Trout(119), Sheeps Head(1)...Crabs(400 Lbs.,...200 Lbs.), Amberjack(1), Oyster (132 Sacks), Rabbits(7), Ducks(14), Deer(6);Hardware Confiscated.....Pistol(1), Shotgun(2), Gill Net(1), Rifles(3), Crap Trap(1), Rod & Reel(4), Mullet Strike Net(8), Recreational Fishing License(1), Q-Beam(1), Truck(1), Ice Chests(2)

TOTAL OF EACH CATEGORY FOR REGION 8:

TOTAL	DESCRIPTION
37	Boating
54	Commercial Fishing
14	Federal Migratory
1	Littering
42	Miscellaneous

64	Recreational Fishing
34	State Hunting/Trapping
31	Written Warnings

TOTAL NUMBER FOR PUBLIC ASSISTANCE:

TOTAL	DESCRIPTION
5	Public Assistance

REGION 9: SCHRIEVER

**PARISHES: ASSUMPTION, ST. JAMES,
ST. JOHN, ST. MARY,
TERREBONNE, LAFOURCHE,
JEFFERSON-GRAND ISLE,
LOWER ST. MARTIN**

TOTAL CASES	243
TOTAL	DESCRIPTION OF CITATION
65	Boating
34	Angling Without A License
1	Angling Without A Non-Resident License
12	Angling Without A Saltwater License
1	Fail To Have Saltwater Fish Intact
2	Take Illegal Size Black Bass
2	Take Undersized Red Drum
2	Take Undersized Spotted Sea Trout (Recreational)
8	Take Undersized Black Drum (Recreational)
11	Not Abiding By WMA Rules And Regulations (Illegal Hours)
1	Not Abiding By WMA Rules And Regulations (Over Limit Recreational Shrimp)
2	Take Over Limit Black Drum (Recreational)
1	Take Commercial Fish Without Commercial Gear License (Hoop Net)
5	Fail To Maintain Records
1	Fail To Report Commercial Fishery Data

1	Fail To Report Commercial Fisheries Data
5	Not Abiding By WMA Rules And Regulations (Hunting From Permanent Blind)
5	Not Abiding By WMA Rules And Regulations (Possessing Loaded Shotgun While Underway)
4	Hunting On WMA Without Permit
1	Not Abiding By WMA Rules And Regulations (Hunting From Permanent Deer Stand)
8	Hunting Without Resident License
1	Failure To Abide By Commission Rules (Fail To Follow D-Map Program)
1	Hunting From Moving Vehicle
1	Hunting With Unplugged Gun
2	Possess Live Quadraped Without Permit
1	Hunt Wild Quadraped Illegal Hours
1	Hunt From Public Road
3	Hunt MGB Without State Stamp
1	Hunt Without Resident Big Game License
1	Take Illegal Deer Open Season
2	Possession Of Illegally Taken Deer (Open Season)
2	Possession Of Untagged Deer
1	Fail To Maintain Sex Identification
9	Hunting Ducks Without Federal Stamp

1	Hunting MGB With Unplugged Gun
2	Hunting MGB Illegal Hours
8	Hunting MGB From Moving Motorboat
4	Possess Untagged MGB
5	Rallying MGB
2	Using Lead Shot In Area Designated As Steel Shot Only
1	Hunting MGB With Electronic Calling Device
2	Hunting Ducks Closed Season
1	Taking Grebe (No Season)
1	Taking Of Other Non-Game Birds No Season (Sand Piper)
2	Hunt MGB Without State Stamp
1	Hunt MGB Without State Hunting License
1	Resisting An Officer
3	Theft Of State Property
3	Criminal Damage Of State Property
2	Littering
1	Discharge Firearm From Public Road
1	Driving While Under Suspended License
3	Enter Restricted Area
1	Failure To Wear Hunter Orange

WRITTEN WARNINGS:

TOTAL 16	DESCRIPTION OF CITATION
4	Angling Without A License
1	Angling Without A Non-Resident License
4	Angling Without A Saltwater License
1	Angling Without A Non-Resident Saltwater License
3	Boating
1	Take Oysters Closed Season
1	Fail To Wear Hunters Orange
1	Hunt On WMA Without WMA Hunting Permit

CONFISCATIONS:

CONFISCATION DESCRIPTION
2 ½ Deer, 10 Lbs. Deer Meat, 2 Speckled Trout, 3 Catfish, 1 Sand Piper, 2 Gallinules, 1 Coyote, 1 Bass, 3 Lbs. Fish Fillets, 3 Shovelers, 16 Rails, 58 Coots, 16 Teal, 1 Scaup, 2 Canvasback, 1 Grebe, 6 Red Drum, 60 Black Drum, 1 Raccoon, 29 Sacks Oysters, 84 Lbs. Shrimp, 4 Mallard, 2 Mottled Ducks, 1 Pintail, 1 Gadwall, 1 Hoop Net, 4 Rods And Reels, 1 Electronic Game Call, 1 Boat, 1 Ice Chest, 9 Commercial Invoices, 2 Trip Tickets, 4 Oyster Log Sheets, Various Lead Shot Shells

TOTAL OF EACH CATEGORY FOR REGION 9:

TOTAL	DESCRIPTION
65	Boating
8	Commercial Fishing
39	Federal Migratory
2	Littering

12	Miscellaneous
76	Recreational Fishing
41	State Hunting/Trapping
16	Written Warnings

TOTAL NUMBER FOR PUBLIC ASSISTANCE:

TOTAL	DESCRIPTION
14	Public Assistance

OYSTER STRIKE FORCE**COASTAL WATERS**

TOTAL CASES	18
TOTAL	DESCRIPTION OF CITATION
2	Possession Of Illegally Taken Deer
1	Take Undersized Red Drum
1	Take Undersized Black Drum
3	Violate Sanitary Code (Refrigeration)
1	Violate Sanitary Code (Log Book)
3	Take Commercial Fish In Restricted Area
1	Take Illegal Deer
2	Angling Without A Basic License
1	No Big Game License
1	No Basic Hunting License
2	Boating Safety

WRITTEN WARNINGS:

TOTAL 10	DESCRIPTION OF CITATION
4	Angling Without A Basic Fishing License
3	Angling Without A Saltwater License
2	Expired Boat Registration Certificate
1	Take Oysters Closed Season

CONFISCATIONS:

CONFISCATION DESCRIPTION
5 Red Drum, 5 Black Drum, 96 Sacks Of Oysters

TOTAL OF EACH CATEGORY FOR OYSTER STRIKE FORCE:

TOTAL	DESCRIPTION
2	Boating
7	Commercial Fishing
0	Federal Migratory
0	Littering
0	Miscellaneous
4	Recreational Fishing
5	State Hunting/Trapping
10	Written Warnings

TOTAL NUMBER FOR PUBLIC ASSISTANCE:

TOTAL	DESCRIPTION
0	Public Assistance

SEAFOOD INVESTIGATIVE UNIT**STATEWIDE**

TOTAL CASES	26
TOTAL	DESCRIPTION OF CITATION
2	Buy/Sell Fish W/O A Wholesale/Retail Seafood Dealer's License
12	Fail To Maintain Records
2	Commission Rules And Regulations (Undersized Red Snapper)
1	Buy/Sell W/O Retail Seafood Dealers License
1	Buy Commercial Fish From An Unlicensed Fisherman
1	Violate Interstate Commerce
1	Fail To Comply With Game Fish Shipping Regulations
1	Violation Of Sanitary Code
3	Fail To Report Commercial Fishery Data
1	Retail Seafood Dealer Buy From Other Than Wholesale/Retail
1	Failure To Tag Sacked Or Containerized Oysters

WRITTEN WARNINGS:

TOTAL	DESCRIPTION OF CITATION
0	

CONFISCATIONS:

CONFISCATION DESCRIPTION
142 Lbs. Red Snapper -- Sold, 4 Pints Shucked Oysters (Destroyed), 10 Cases Frozen Red Fish Fillets, 3 Packs Frozen Red Fish Fillets

TOTAL OF EACH CATEGORY FOR SEAFOOD INVESTIGATIVE UNIT:

TOTAL	DESCRIPTION
0	Boating
26	Commercial Fishing
0	Federal Migratory
0	Littering
0	Miscellaneous
0	Recreational Fishing
0	State Hunting/Trapping
0	Written Warnings

TOTAL NUMBER FOR PUBLIC ASSISTANCE:

TOTAL	DESCRIPTION
0	Public Assistance

S.W.E.P.**COASTAL WATERS**

TOTAL CASES	54
TOTAL	DESCRIPTION OF CITATION
7	Boating
4	Take Commercial Mullet Illegal Hours
1	Take Commercial Fish Closed Area
3	Poss. Gill Net W/O Traversing Permit
3	Poss. Red Drum Illegally On Vessel With A Gill Net
3	Angle W/O A License
3	Angle W/O Salt Water License
1	Hunt W/O Resident License
1	Hunt Ducks/Geese W/O Fed. Stamp (Federal Refuge)
4	Hunt MGB With Electronic Call (Federal Refuge)
2	Take MGB With Lead Shot (Federal Refuge)
1	Take Water Fowl With Lead Shot
11	Hunt Federal Refuge W/O Permit
1	Hunt With Unplugged Gun (Federal Refuge)

1	Possession Of Marijuana (Federal Refuge)
4	Hunt Rabbit Closed Season (Federal Refuge)
1	Take Deer Illegal Method (Federal Refuge)
1	Take Deer Closed Season (Federal Refuge)
1	Possession Of Lead Shot (Federal Refuge)
1	Uncased Gun On Federal Refuge

WRITTEN WARNINGS:

TOTAL	DESCRIPTION OF CITATION
0	

CONFISCATIONS:

CONFISCATION DESCRIPTION
1-Deer, 2 Pintail, 1-Blue Goose, 1-Lesser Scaup, 1-12 Gauge Shotgun, 1-Sony Tape Player, Speaker, 698 Lbs. of Mullet Sold For \$352.25.

TOTAL OF EACH CATEGORY FOR SWEP:

TOTAL	DESCRIPTION
7	Boating
11	Commercial Fishing
8	Federal Migratory
0	Littering

3	Miscellaneous
6	Recreational Fishing
19	State Hunting/Trapping
0	Written Warnings

TOTAL NUMBER FOR PUBLIC ASSISTANCE:

TOTAL	DESCRIPTION
0	Public Assistance

Note:

Boats Checked: 90

Hours Ran: 8

REFUGE PATROL**MARSH ISLAND, ROCKEFELLER,
STATE WILDLIFE**

TOTAL CASES	47
TOTAL	DESCRIPTION OF CITATION
2	Angle Without A Basic Fishing License
4	Violate Gear License Requirement
1	Use Gear Without Recreational Gear License (Non-Resident)
1	Angle Without A Basic License (Non-Resident)
1	Take Or Possess Over Limit Of Black Drum (Excess of 27")
1	Take Or Possess Game Fish Illegally
11	Boating
4	Hunt M.G.B. Illegal Hours
3	Hunt Ducks Without A Federal Stamp
1	Take Or Possess Over Limit Of Ducks
3	Hunt M.G.B. Without A State Hunting License
8	Not Abide By Rules And Regulations On W.M.A.
1	Possess Wild Quadrupeds Without A License
2	Hunting From A Moving Vehicle
1	Hunt Without A Basic Hunting License

2	Hunt, Stand and Loiter From Public Road
1	Discharge Firearm From Public Road

WRITTEN WARNINGS:

TOTAL	DESCRIPTION OF CITATION
0	

CONFISCATIONS:

CONFISCATION DESCRIPTION
22-Ducks, 1-Goose, 36-Blue Crabs, 1-Rabbit, 4-Black Drum, 2-Red Drum, 1-Rod N Reel, 1-.22 Rifle, 13-.22 Bullets, 3-Crab Traps, 1-Nutria

TOTAL OF EACH CATEGORY FOR REFUGE PATROL:

TOTAL	DESCRIPTION
11	Boating
0	Commercial Fishing
11	Federal Migratory
0	Littering
9	Miscellaneous
10	Recreational Fishing

6	State Hunting/Trapping
0	Written Warnings

TOTAL NUMBER FOR PUBLIC ASSISTANCE:

TOTAL	DESCRIPTION
6	Public Assistance 4-Stranded Vessels Rescued, 2-Motorists

TOTAL CASES: 1,535

WRITTEN WARNINGS: 143

PUBLIC ASSISTANCE: 57

ENFORCEMENT AVIATION REPORT

November 2003

**185 – Amp. – 61092
Hours – 26.7**

**185 – Float – 9667Q
Hours – 31.9**

**210 – 9467Y
Hours – 12.9**

Enforcement Hours - 53.4

Other Divisions - 18.1

Total Plane Use - 71.5

LaCaze, B "Keith"

From: DeGraff, Jeffrey
Sent: Tuesday, November 25, 2003 3:52 PM
To: Burke, Marianne
Subject: LDWF Region 6 News (November 25, 2003)

NEWS FROM THE LA. DEPT. OF WILDLIFE & FISHERIES

The Public Information Section of the Louisiana Department of Wildlife and Fisheries is responsible for the distribution of LDWF news releases and the department's biweekly newsletter.

If you have questions, please contact one of the following Public Information Section staff members:

Thomas Gresham
Media Relations Manager
(gresham_tp@wlf.state.la.us)

Jeffrey DeGraff
Public Information Officer
(degraff_ja@wlf.state.la.us)

2003-344

IBERVILLE PARISH MEN ARRESTED FOR WILDLIFE AND DRUG VIOLATIONS

Louisiana Department of Wildlife and Fisheries Enforcement Division agents arrested six Iberville Parish men on November 16 for alleged night hunting, drug and firearms violations. The six were cited for hunting wild game quadrupeds during illegal hours with artificial light, hunting from a moving vehicle, possessing firearms with a controlled dangerous substance, possessing crystal methamphetamine, possessing marijuana and possessing drug paraphernalia.

Agents arrested Dustin T. Hendricks, 17; Jacob Canezaro, 24; Brian Canezaro, 19; Luke Canezaro, 22, all of Rosedale; and Barret Aucoin, 24, and Denton Hadley Jr., 19, both of Maringouin. The men were booked into the Iberville Parish jail for the alleged violations after agents apprehended them with four rabbits and substantial amounts of drugs.

Suspected marijuana and crystal methamphetamine were seized and sent to the Louisiana State Police Crime Lab for analysis. Also seized in connection with the case were four rabbits, one .17 caliber rifle, two .50-caliber muzzleloaders, one 20-gauge shotgun, one .380-caliber pistol, and two four-wheeled ATVs. The seized items are being held as evidence.

The penalty for hunting wild game quadrupeds during illegal hours and hunting from a moving vehicle is a fine of up to \$500, jail for not more than 90 days, or both.

The penalty for possession of a firearm with a controlled dangerous substance is a fine of not more than \$10,000, and/or imprisonment at hard labor for not more than 10 years without benefit of parole, or suspension of sentence.

The penalty for possession of crystal methamphetamine is imprisonment with or without hard labor for not more than five years and in addition may be sentenced to pay a fine of not more than \$5,000.

The penalty for possession of marijuana is a fine of not more than \$500, imprisonment in the parish jail for not more than six months, or both.

The penalty for possession of drug paraphernalia is a fine of not more than \$500, imprisonment of not more than six months, or both.

Agents participating in the case were Sr. Agent Jerry Stassi, Sr. Agent Brian Theriot, Sgt. Donald Vallet and Agent Shawn Courville.

EDITORS: For more information, contact Maj. Keith LaCaze at 225/765-2469 (lacaze_bk@wlf.state.la.us).

-30-



CCA Louisiana

Coastal Conservation Association

CCA Louisiana
Board of Directors

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Chairman

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President

Bob Bush
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Bill Bass
Vice Chairman

Barwick Duval, II
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Ogborne Charleville
Damon Choussat

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Vic Culpepper

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Chuck Dammon
Paul Davidson

John DeBlieux
Chris Dieckman

Rich Donaldson
Roger Doody, Jr.

F. K. Dowdy
Brett Feldes

Brad Fife
Freddie Fondren

Doyle Fontanot
Keith Fontanot

Murphy Foster, III
Bryan Foti

Kyle Gideon
Moby Goodwin

Randy Grea
Sonny Guca

Chris Harbuck
Stephen Harrison

Byron Hatrel
Glenn Harbert

Gary Hickman
Lance Hidalgo

Dez Hill
Craig Holston

Kevin Houghton
Jim Huff

John Jones
Riche Korman

Chris Kilpatrick
Tex Kilpatrick

Walter Kirtland
Larry Knight

Edwin Koob
Wayne Landwerlin

Kirk LaVigne, Jr.
Ben Lay

Andy LeBlanc
Bill Long, M.D.

John Marshall
Craig Mathews

Brad Matte
Bob McGuirt

Frank McLavy
Nelson McNeely

Francis Mercante
Nat Mercante

Edmond O'Quin
Gene Ohmstad, III

Wayne Pangburn
Jerry Patton, M.D.

Ralph Rabalais
Bob Rispoli

Snoddy Roth, Jr.
Charley Roy

Billy Rucks
Dan Saucier

Mike Schexnayder
Jeff Schneider

Kirk Sieber
Troy Stine

Thom Stirling
Mark Thibodeaux

Ray Thomas
Jason Thomases

Sharon Thompson
Lindsay Torbett

E. J. Van
Dannery Van

Pierre Villere
Susan Villere

Doug Walsworth
Carolyn Walther

John Weather
J. C. Webb

Neal Weller
John Zimmer

Jeff Angers
Executive Director/CEO

Rebel Caplinger
Assistant Director

Will Morgan
Assistant Director

Mike McMullen
Assistant Director

Sam Barbera
Tournament Director

September 26, 2003

Honorable James H. Jenkins, Jr.

Secretary

Louisiana Department of Wildlife and Fisheries

P. O. Box 9800

Baton Rouge, LA 70898

RE: 25-Inch (25") Maximum Size Limit on Spotted Sea
Trout On Calcasieu Lake and Sabine Lake

Dear Secretary Jenkins:

The Coastal Conservation Association of Louisiana (CCA) respectfully requests that the Louisiana Wildlife and Fisheries Commission (the Commission) establish a Rule/Regulation in accordance with the Administrative Procedures Act (the Act) of the State of Louisiana. CCA requests that the Commission enact a maximum size limit for the recreational taking of Spotted Sea Trout on Calcasieu Lake and Sabine Lake, within the confines of the State of Louisiana.

The proposed rule/regulation would establish a maximum size limit of no more than one spotted sea trout of twenty-five inches (25") or more per day in the recreational creel limit. The rule/regulation is to be limited to the waters of Calcasieu Lake and Sabine Lake only and no other provisions of the daily recreational creel limit for spotted sea trout are to be altered in any way.

You are requested to place the proposed rule/regulation on the December agenda of the Commission and that a hearing be held after due advertisement of same in accordance with the Act. In addition to the advertisement required in the Act, CCA requests that the Notice of hearing be published in the Lake Charles American Press and in the Cameron Pilot at the expense of CCA.

Your prompt attention to the above made request for a hearing is deeply appreciated.

With my best personal regards, I am

Very truly yours,

RECEIVED

OCT 01 2003

OFFICE OF THE SECRETARY

FREDERIC L. MILLER
President

Dedicated to the Conservation and Protection of Marine Life

Post Office Box 373 • Baton Rouge, Louisiana 70821 • Tel (225) 952-9200 • Fax (225) 952-9204 • www.ccalouisiana.com



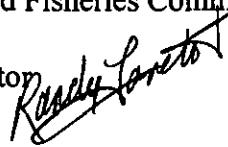
LOUISIANA WILDLIFE FEDERATION

"... conserving our natural resources and your right to enjoy them."



4 December 2003

To: Members, Louisiana Wildlife and Fisheries Commission

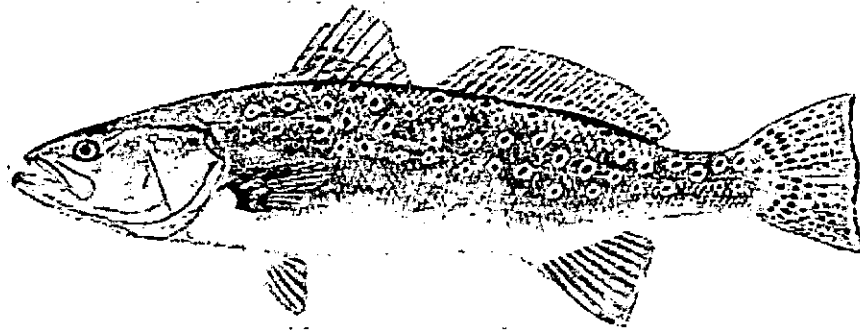
From: Randy Lanctot, Executive Director 

Subject: Emergency Rulemaking

Item 8 on the agenda of today's meeting of the Louisiana Wildlife and Fisheries Commission (Commission) proposes to declare an emergency for the purpose of adopting a rule pertaining to the recreational harvest regulations for spotted sea trout in the coastal waters and lakes of Southwest Louisiana, in particular, Calcasieu and Sabine Lakes. Without regard to the merits of the proposed rule, the Louisiana Wildlife Federation is concerned that the emergency rule-making procedure is being applied to expedite a decision regarding a matter that is not an emergency, nor is it a circumstance that requires expedited action to conserve a resource, provide an opportunity for utilization of a resource or take advantage of an economic opportunity that would otherwise be lost if the emergency procedure was not invoked.

The primary value of the Commission to the users of the renewable natural resources of the state is its role in affording public participation in a bi-partisan, deliberative process to best determine the appropriate use of those resources under its authority. That process is reinforced by the requirements of the state's Administrative Procedures Act that allows ample time for publication of the proposed action, public comment and legislative oversight before a proposed rule becomes law. Emergency action is appropriate when necessary, but has the effect of curtailing the opportunity for public involvement in the decision-making process, a process which the Commission is well known and respected for by sportsmen and conservationists from throughout the state. Indeed, the opportunity for that participation was one of the main reasons sportsmen lobbied for creation of the Louisiana Wildlife and Fisheries Commission more than 50 years ago.

We urge you to consider the importance of honoring this trust and initiate the subject rule-making utilizing the standard process. Thank you.



Marine Fisheries Division has seven coastal study areas (CSA)

CSA7 - Freshwater Bayou to Louisiana-Texas border

Michael Harbison – Biologist Supervisor

Five field biologists and one technician

Sampling in Calcasieu Lake

Trawl – seven stations

Plankton – one station

Oyster dredge – three stations

Oyster square meter – six stations

Turtle survey – Holly to Martin beach area

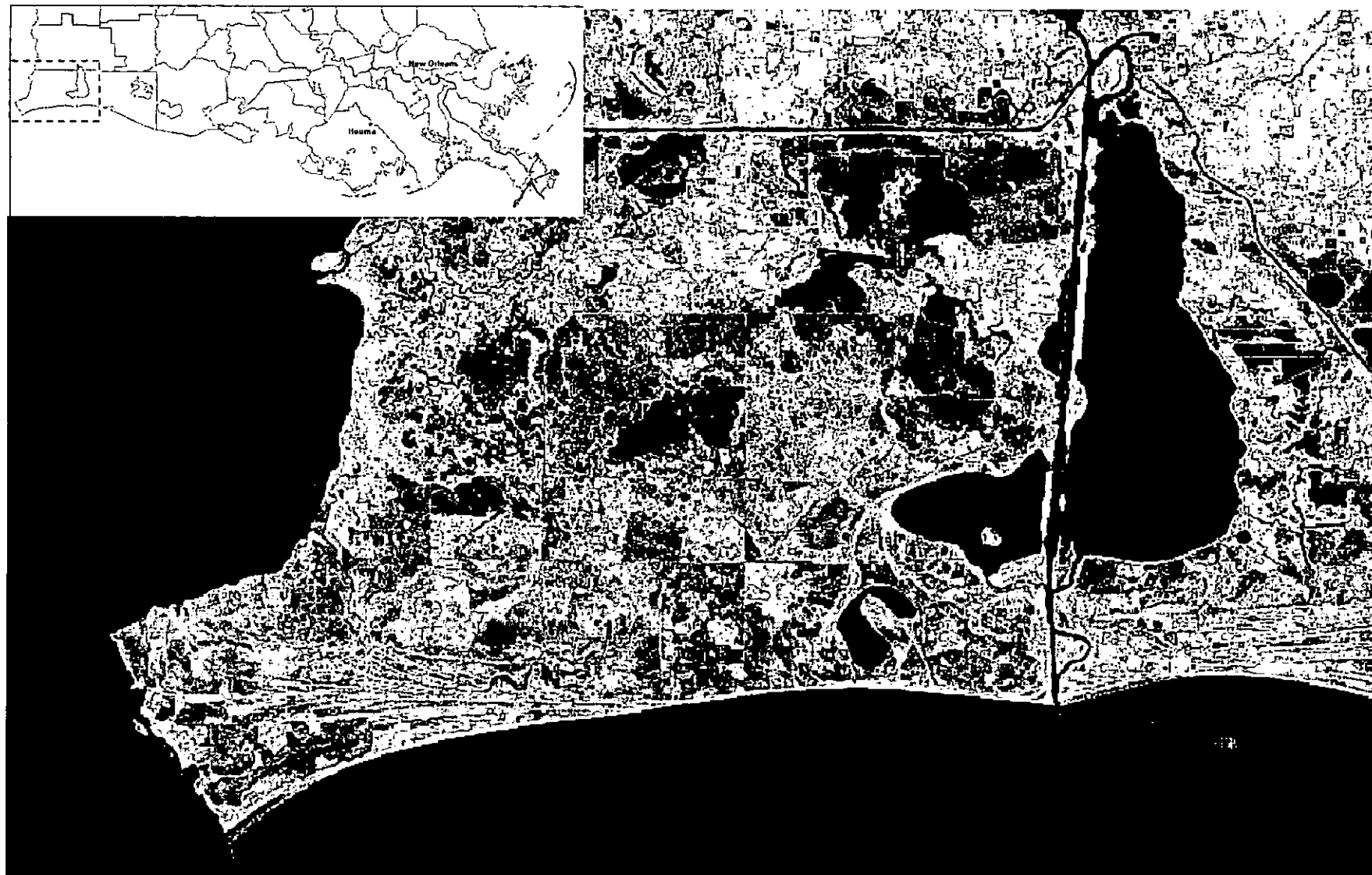
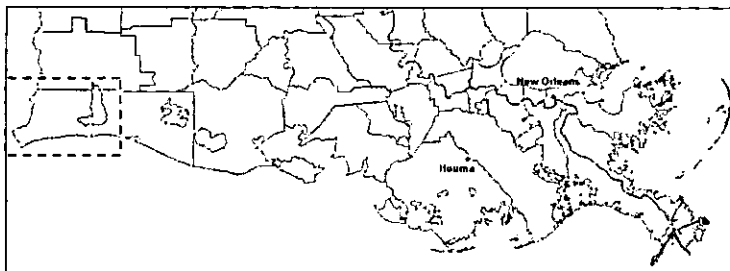
Marine Recreational Survey – landings in CSA7

Fish age collections – landings and fish houses in CSA7

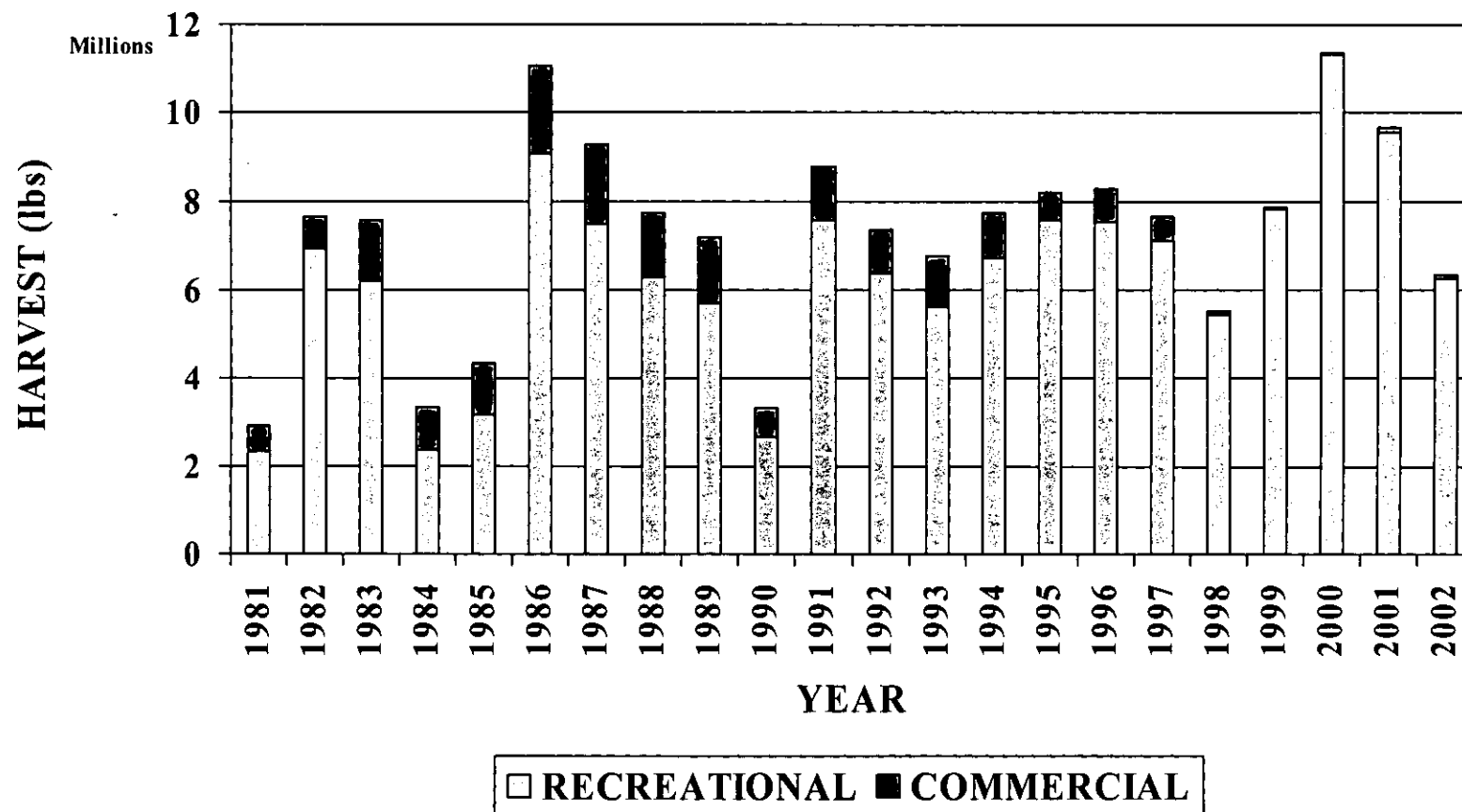
Seine – six stations

Gillnet – six stations

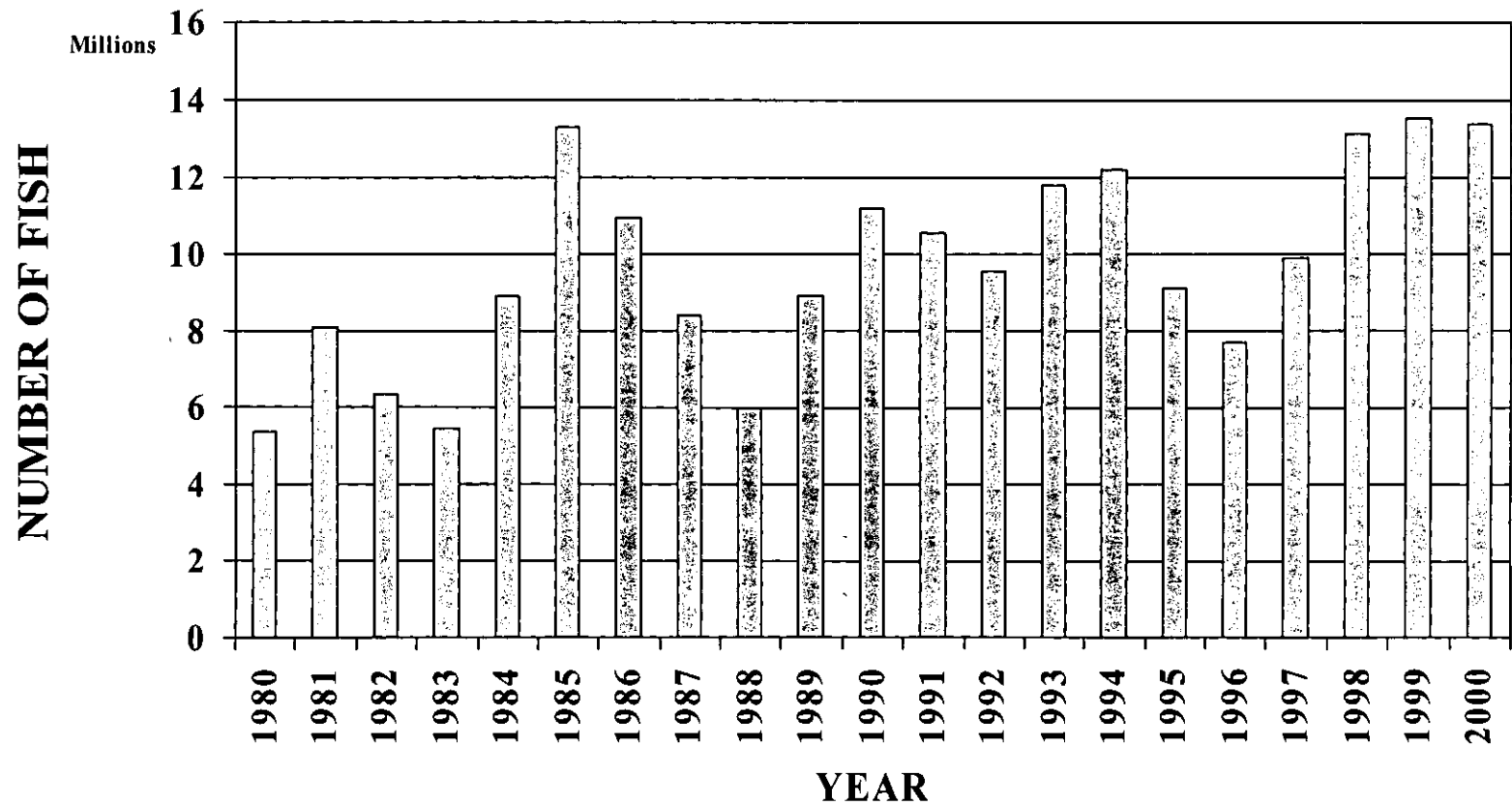
Trammel net – six stations



SPOTTED SEATROUT LOUISIANA LANDINGS



SPOTTED SEATROUT FEMALE RECRUITMENT



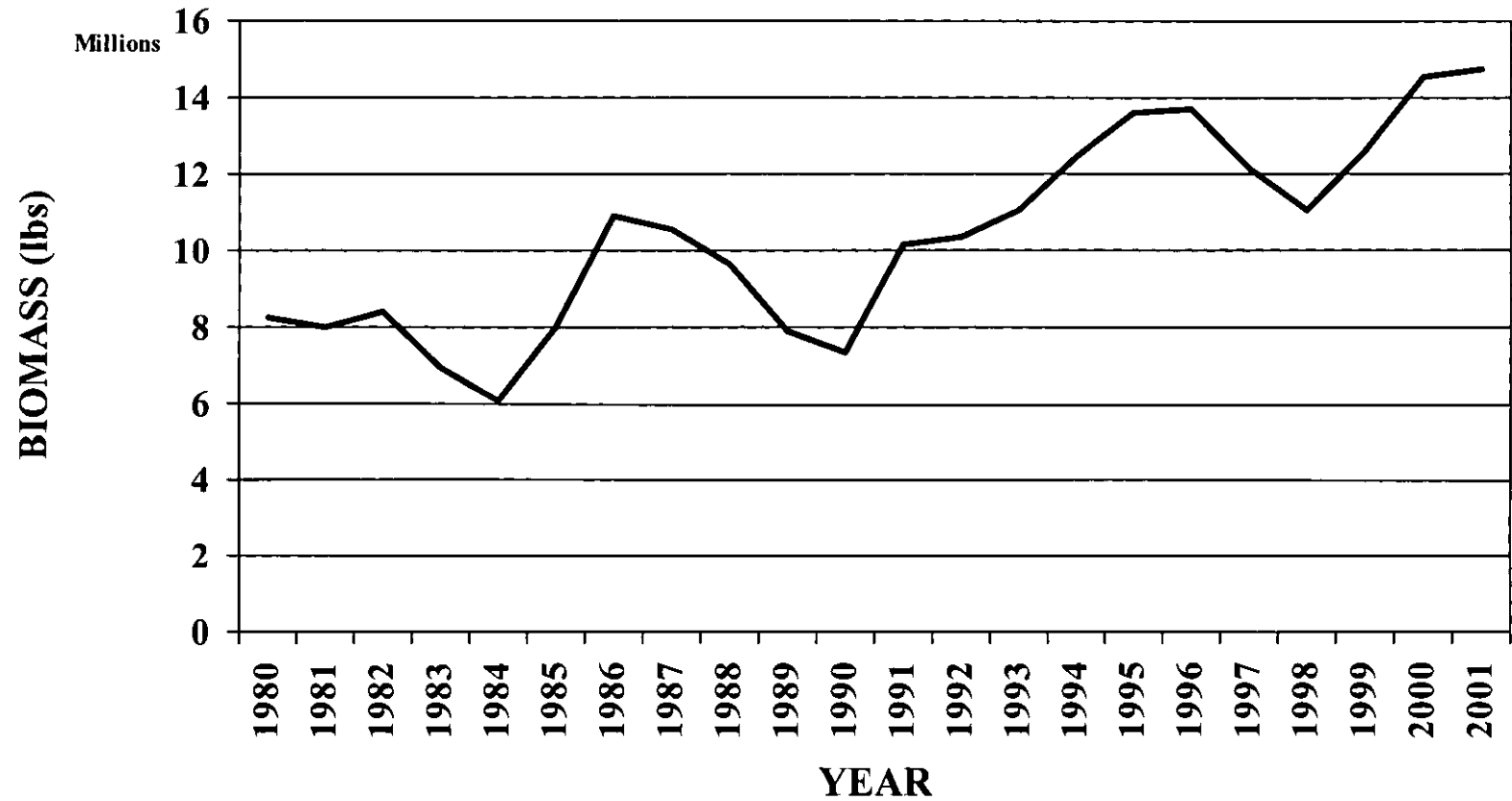
Trout 25 inches and over

<u>Year Class</u>	<u>No.</u>	<u>%</u>
• 1	4	3.1%
• 2	4	3.1%
• 3	25	19.5%
• 4	71	55.5%
• 5	14	10.9%
• 6	10	7.8%

Note: Age 4 fish range from 10 to 28" TL.

FEMALE SPOTTED SEATROUT

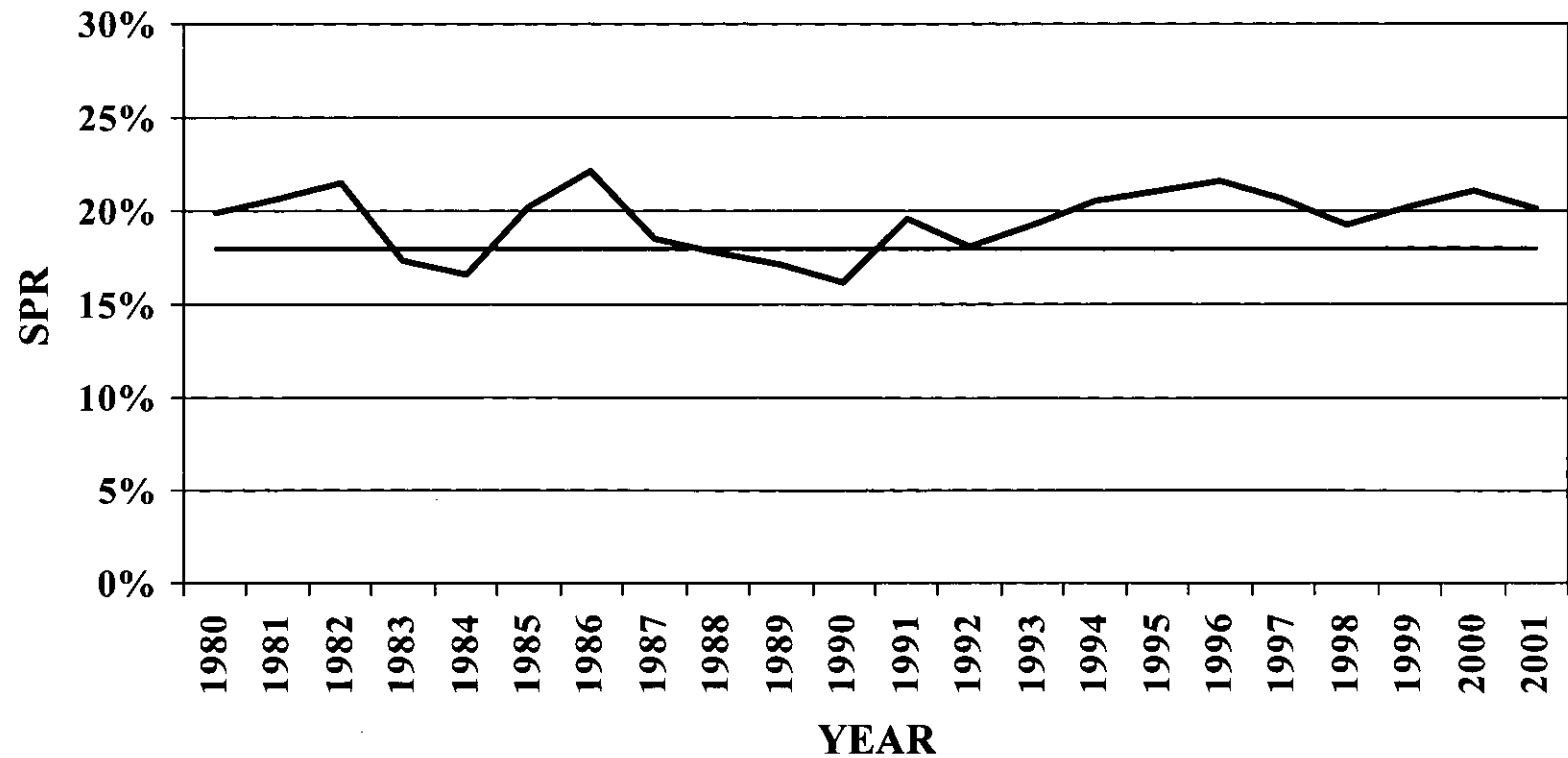
SPAWNING BIOMASS



FEMALE SPOTTED SEATROUT

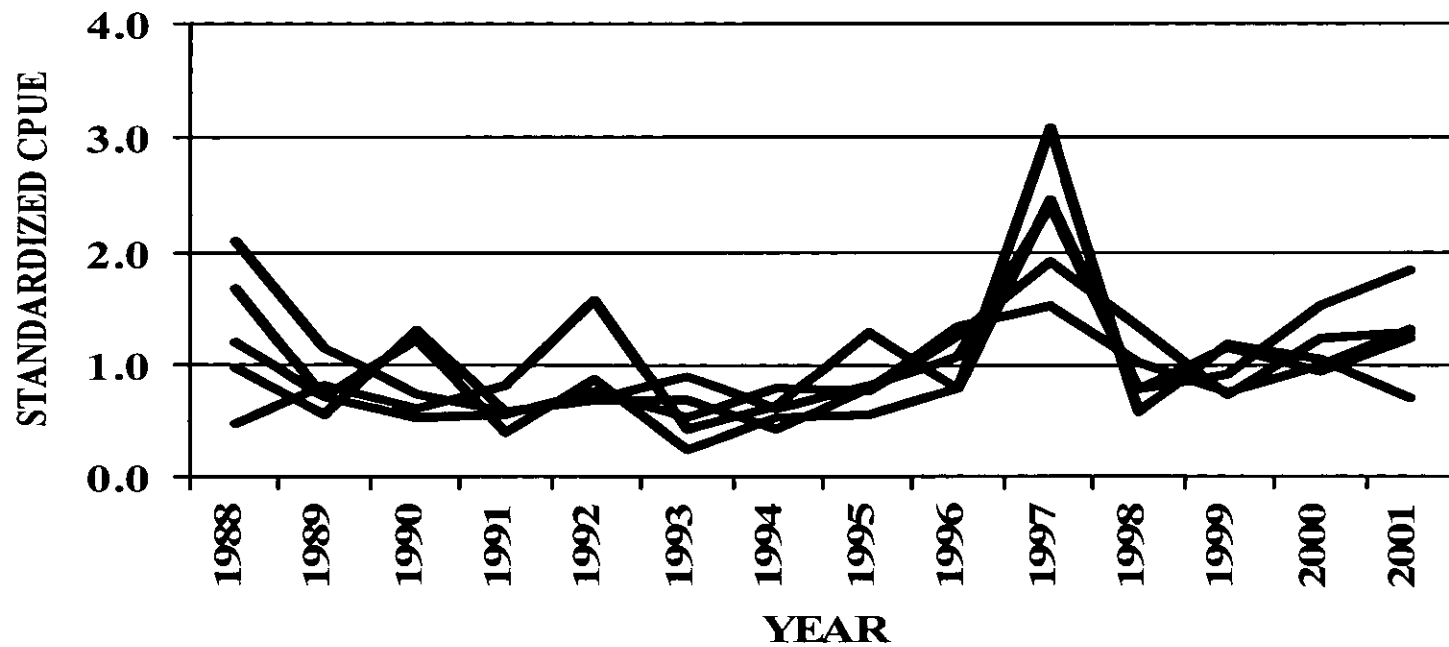
UNWEIGHTED TRANSITIONAL SPR

— SPR — Conservation Standard 18%



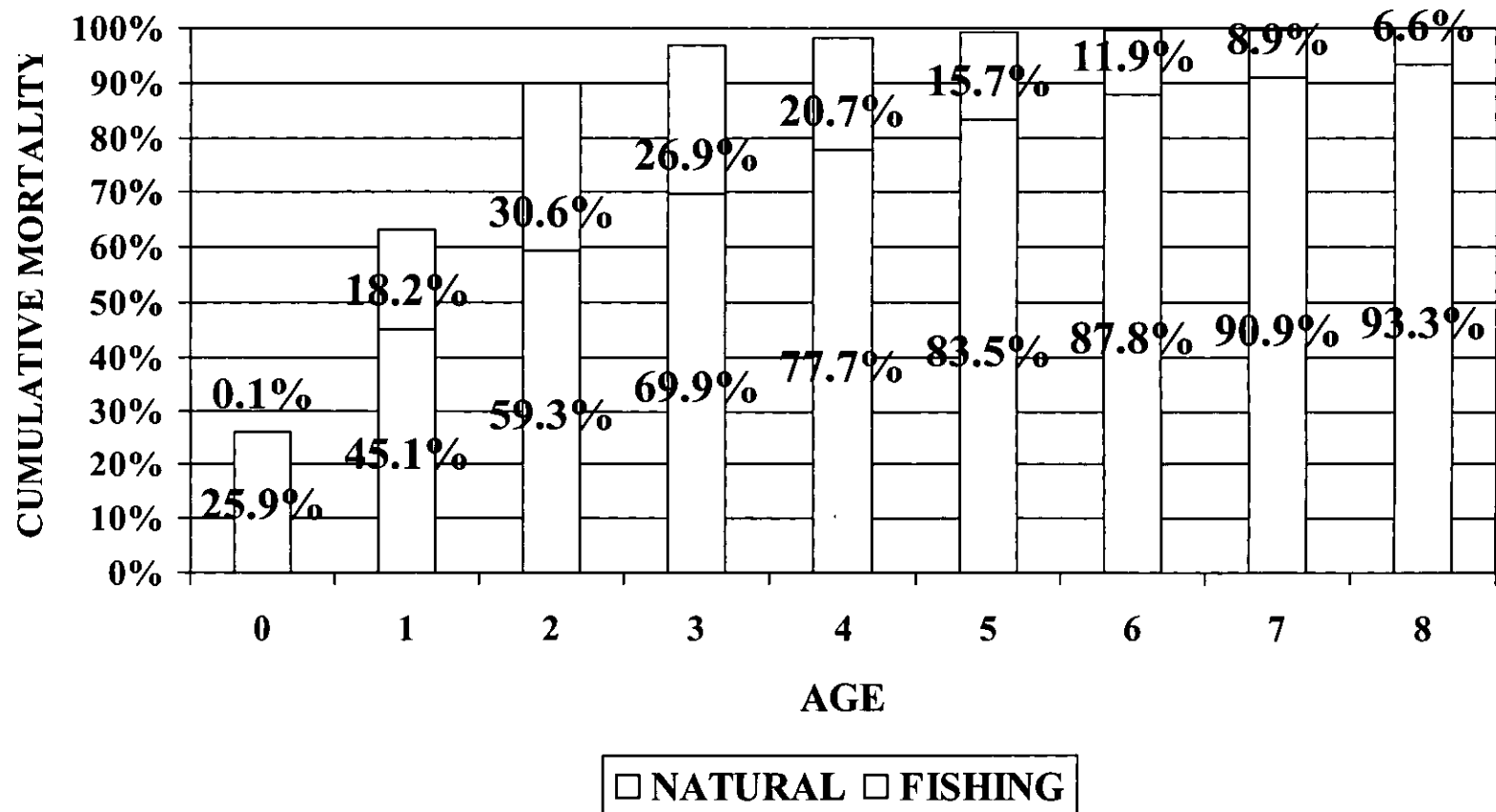
SPOTTED SEATROUT

STANDARDIZED GILLNET CPUE (CALCASIEU)

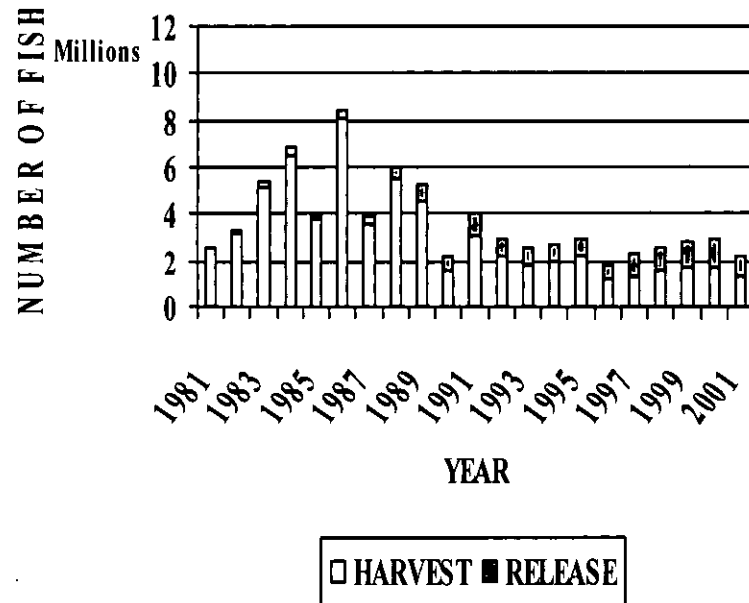


SPOTTED SEATROUT

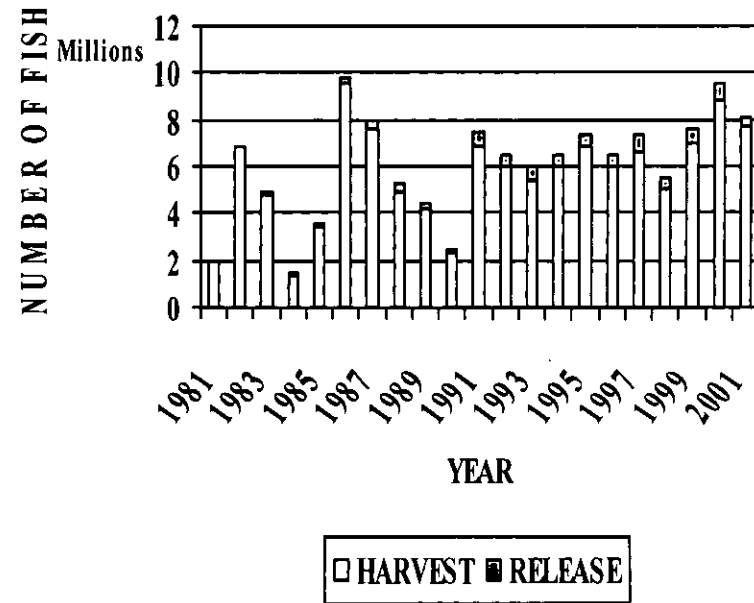
IMPACT OF MORTALITY



SPOTTED SEATROUT
ANNUAL DEATHS (FLORIDA)
 ASSUMING 10% RELEASE MORTALITY

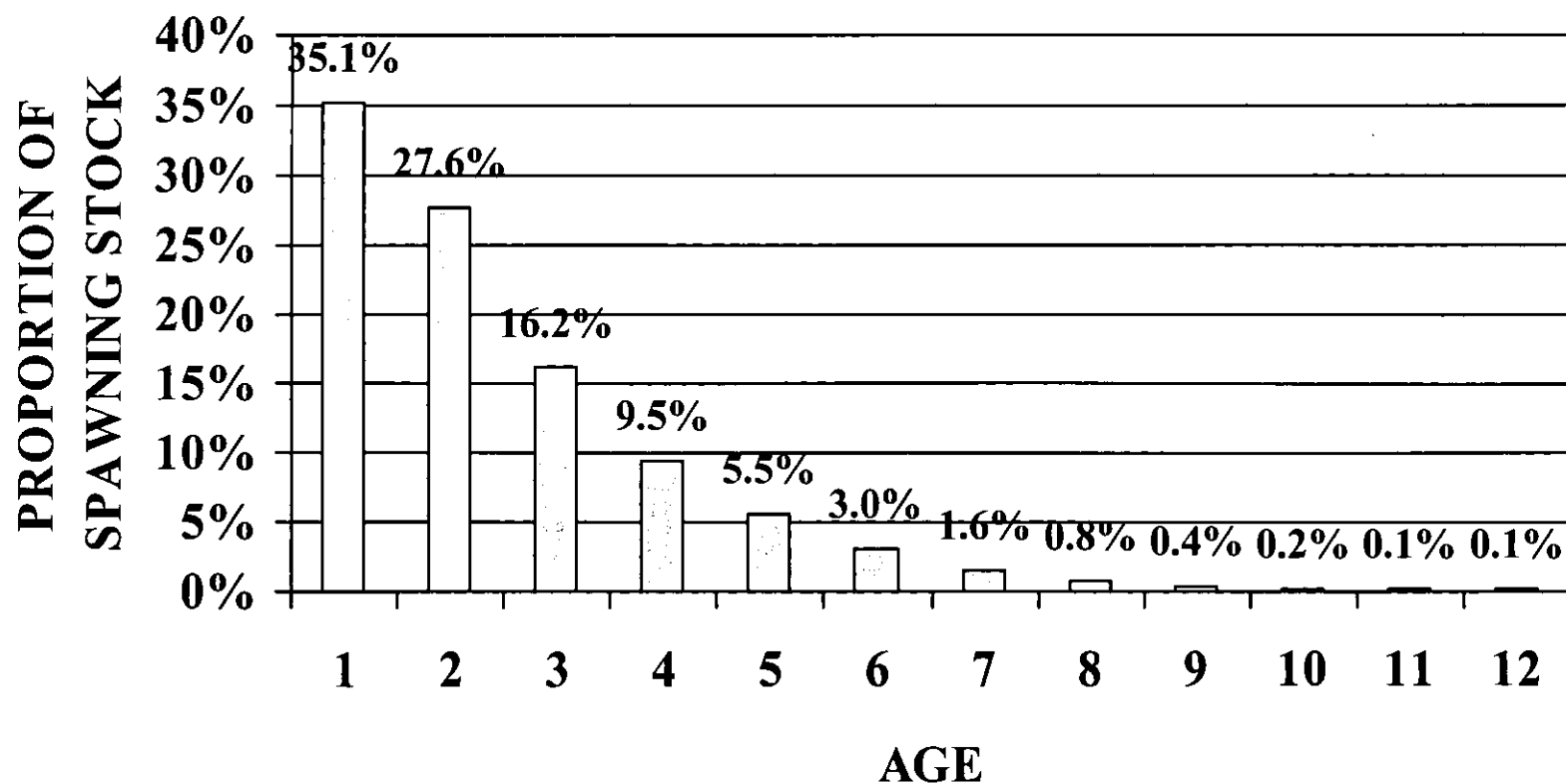


SPOTTED SEATROUT
ANNUAL DEATHS (LOUISIANA)
 ASSUMING 10% RELEASE MORTALITY

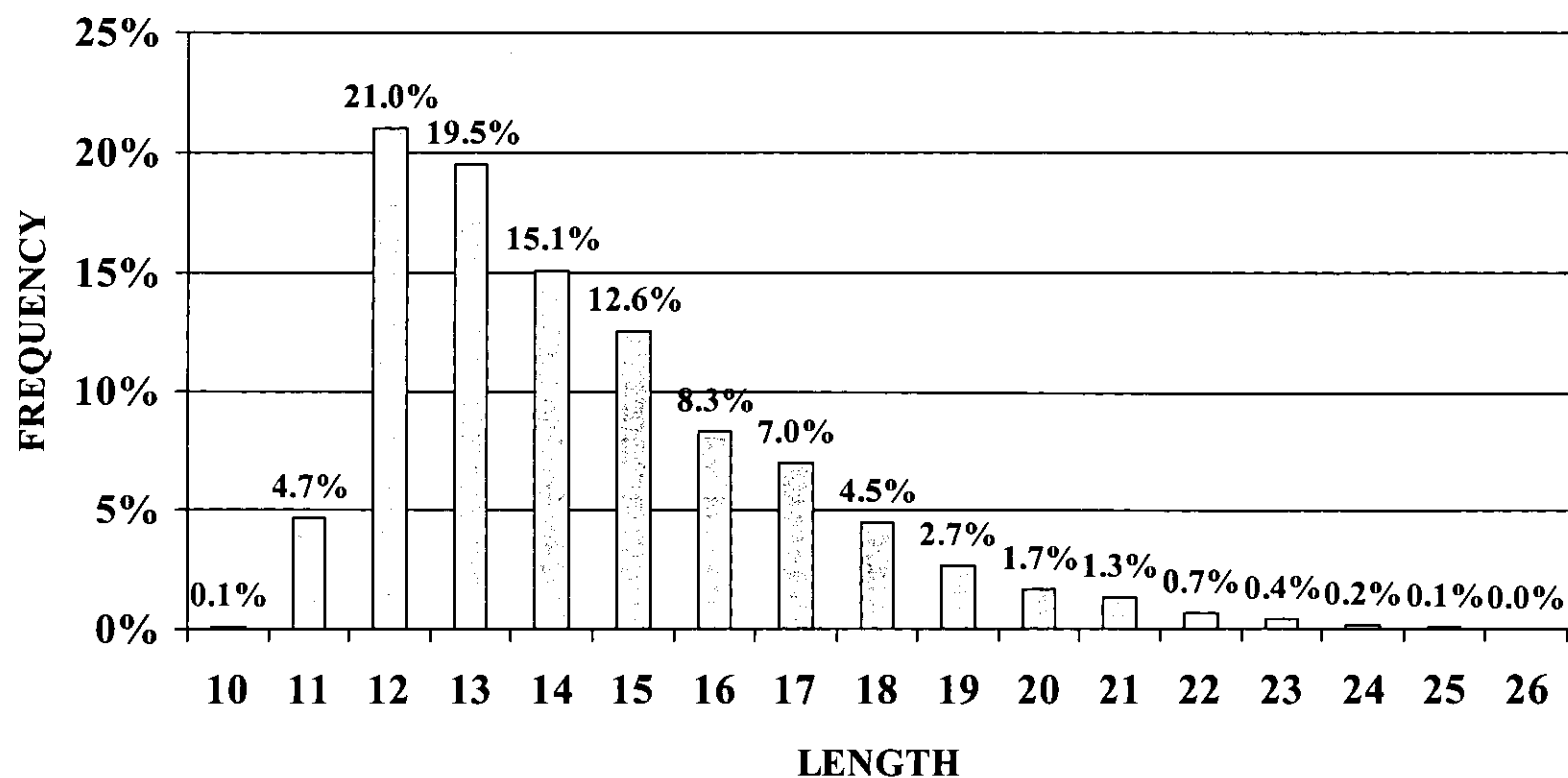


FEMALE SPOTTED SEATROUT

CONTRIBUTION TO SPAWNING STOCK BY AGE



SPOTTED SEATROUT
LENGTH FREQUENCY
MARINE RECREATIONAL SURVEY (LOUISIANA)



Spotted Seatrout Technical Presentation for LDWF Commission

December 4, 2003

The Commission asks for technical data on Spotted Seatrout in reference to changing the creel limit in Calcasieu and Sabine lakes to only one Spotted seatrout > 25". The 12" minimum and 25 fish limits would remain in effect.

Slide 1:

Opening slide

Slide 2:

Overview of LDWF Marine Fisheries coastal study areas. In specific CSA7 and its sampling.

Slide 3:

This is Spotted seatrout landing data from across Louisiana.
Green shows recreational landings. Average recreation landings are 6.4 million pounds for the time period shown.
Blue shows commercial landing. Average commercial landings are 858,447 pounds for the time period shown. Average landings since 1998 are 61,908 pounds.

Slide 4:

Shows female recruitment, by numbers of fish, into the population (Age class 0).
In 1998 - 2000 recruitment was high. This was during dry/warm conditions.
1998 recruitments are age class 4 in 2002.
1999 recruitments are age class 4 in 2003.
2000 recruitments are age class 4 in 2004.

Slide 5:

Spawning biomass, in pounds, that are of spawning age (age class 1+).
Slight up trend in biomass over time.
Rise in biomass in the 1999 - 2001 is at least partially due to the good recruitment years of 1998 - 2000.

Slide 6:

Spawning potential ratio has remained above the conservation standard of 18% since the early 1990's. Indicating that there is plenty of spawning stock available.

NOTE: Each type of data in slides 3 - 5 are individual indicators of population conditions. Putting this all together gives a good picture of the population.

Slide 7:

The data up to this point indicates healthy populations of Spotted seatrout through out the state. This slide shows CPUE data from Calcasieu lake. It also shows an up trend in CPUE, which indicates that the population in Calcasieu lake is healthy.

Slide 8:

This slide shows impacts to the Spotted seatrout population due to mortality. Total mortality is of two types - natural and fishing.

Fishing is of two types - harvest and release.
Natural is shown in blue and fishing is shown in white.
Total mortality in age class 3 Spotted seatrout is 96.8%.
Total mortality in age class 4 Spotted seatrout is 98.4%.

Slide 9:

Even though release mortality is low; 10 - 20% in studies, as regulations get more restrictive, release mortality rises. Florida has gone through several changes in regulations and release mortality has gone up. Louisiana had one change and release mortality also rose.
Harvest mortality in green and release mortality in blue.

Slide 10:

This slide shows that the younger the year class the more Spotted seatrout that make up that segment of the spawning stock. 78.9% of spawning stocks are age class 3 and younger. Age class 2 Spotted seatrout actually produces the highest amount of eggs by age class, followed by age classes 1 and 3. Age class 4 Spotted seatrout actually produces the highest amount of eggs for an individual fish.

Slide 11:

Most Spotted seatrout are harvested between 12 and 20 inches - 94%. Using aging data, the average 25" Spotted seatrout is age class 4 (55.56%), followed by age class 3 (19.5%) then 5 (10.9%). Spotted seatrout 25+ inches make up .07% of the Spotted seatrout harvested.
Spotted seatrout from 25" to <26" make up .05% of the harvest.
Spotted seatrout from 26+" make up the remaining .02%.

Summary:

Stock indicators show that stocks through out Louisiana and in Calcasieu lake has been increasing over time.
The average age of a 25" Spotted seatrout is 4 years old.
About 97% of Spotted seatrout in age class 4 have died due to natural and fishing mortality.
Spotted seatrout of age class 4 and older contribute only about 20% to the spawning stock.

Additional information:

The Spotted seatrout that we are seeing in Calcasieu lake at this time are results of good recruitment years of 1998 and 1999. Environmental conditions have the largest effect on populations. If conditions continue to be favorable population trends may continue at there current levels.
The effects of the proposed regulation change of allowing one Spotted seatrout >25" is likely to have little impact to the population. Anglers that harvest spotted seatrout >25" may be effected since they would only be allowed to keep one fish per day >25". This would probably create more opportunities for other anglers to catch Spotted seatrout >25"; but the released fish may die of natural causes or from the estimated 10% release mortality before they are recaptured.
Fishing surveys are conducted in the Calcasieu lake area and they provide much needed data. More cooperation in fishing surveys in the Calcasieu lake area would enhance this data.

DECLARATION OF EMERGENCY

Department of Wildlife and Fisheries
Wildlife and Fisheries Commission

Spotted Seatrout Recreational Regulations

In accordance with the emergency provisions of R.S. 49:953(B), the Administrative Procedure Act, R.S. 49:967, R.S. 56:326.3 which provides that the Wildlife and Fisheries Commission may set size limits for saltwater finfish, and R.S. 56:325.1(A)2 and B; the Wildlife and Fisheries Commission hereby adds the following rule for the recreational harvest of spotted seatrout to be effective 12:01 a.m., Monday December ²⁹~~8~~, 2003:

Except as provided in R.S. 56:325.1, within those areas of the state, including coastal territorial waters, south of Interstate 10 from its junction at the Texas-Louisiana boundary eastward to its junction with Louisiana Highway 171, south to Highway 14, and then south to Holmwood, and then south on Highway 27 through Gibbstown south to Louisiana Highway 82 at Creole and south on Highway 82 to Oak Grove, and then due south to the western shore of the Mermentau River, following this shoreline south to the junction with the Gulf of Mexico, and then due south to the limit of the state territorial sea, no person shall possess, regardless of where taken, more than ~~five~~ ⁵ (1) spotted seatrout exceeding twenty-five inches (25") total length. The spotted seatrout exceeding twenty-five inches (25") in length shall be considered as part of the daily recreational bag limit and possession limit.

Terry D. Denmon

Chairman

Not voted on

NOTICE OF INTENT

Department of Wildlife and Fisheries
Wildlife and Fisheries Commission

Spotted Seatrout

The Wildlife and Fisheries Commission does hereby give notice of its intent to amend a Rule, LAC 76:VII.341, modifying the existing rule. Authority for adoption of this Rule is included in R.S. 56:6(25)(a) and 56:325.1(A) 2 and (B). Said Rule is attached to and made a part of this Notice of Intent.

Title 76

WILDLIFE AND FISHERIES

Part VII. Fish and Other Aquatic Life

Chapter 3. Saltwater Sport and Commercial Fishery

§341. Spotted Seatrout Management Measures

* * *

E. Recreational Regulations. Except as provided in R.S. 56:325.1, within those areas of the state, including coastal territorial waters, south of Interstate 10 from its junction at the Texas-Louisiana boundary eastward to its junction with Louisiana Highway 171, south to Highway 14, and then south to Holmwood, and then south on Highway 27 through Gibbstown south to Louisiana Highway 82 at Creole and south on Highway 82 to Oak Grove, and then due south to the western shore of the Mermentau River, following this shoreline south to the junction with the Gulf of Mexico, and then due south to the limit of the state territorial sea, no person

shall possess, regardless of where taken, more than one (1) spotted seatrout exceeding twenty-five inches (25") total length. The spotted seatrout exceeding twenty-five inches (25") in length shall be considered as part of the daily recreational bag limit and possession limit.

AUTHORITY NOTE: Promulgated in accordance with R.S. 56:6(25)(a); R.S. 56:306.5, R.S. 56:306.6, R.S. 56:325.3; R.S. 56:326.3; 56:325.1(A) 2 and (B).

HISTORICAL NOTE: Promulgated by the Department of Wildlife and Fisheries, Wildlife and Fisheries Commission, LR 18:199 (February 1992), amended LR 22:238 (March 1996), LR 24:360 (February 1998), LR 26:2333 (October 2000), LR 30: .

Interested persons may submit comments relative to the proposed Rule to: Randy Pausina, Marine Fisheries Division, Department of Wildlife and Fisheries, Box 98000, Baton Rouge, LA 70898-9000, prior to Thursday, February 5, 2004.

The Secretary of the Department of Wildlife and Fisheries is authorized to take any and all necessary steps on behalf of the Commission to promulgate and effectuate this notice of intent and the final rule, including but not limited to, the filing of the fiscal and economic impact statements, the filing of the notice of intent and final rule and the preparation of reports and correspondence to other agencies of government.

In accordance with Act#1183 of 1999, the Department of Wildlife and Fisheries/Wildlife and Fisheries Commission hereby

issues its Family Impact Statement in connection with the preceding Notice of Intent: This Notice of Intent will have no impact on the six criteria set out at R.S. 49:972(B).

Terry D. Denmon

Chairman

RESOLUTION

2003 FALL COMMERCIAL RED SNAPPER SEASON

December 4, 2003

WHEREAS, the red snapper fishery in the Gulf of Mexico off the coast of Louisiana is cooperatively managed by the Louisiana Department of Wildlife and Fisheries (LDWF) and the National Marine Fisheries Service (NMFS) with advice from the Gulf of Mexico Fishery Management Council (Gulf Council), and

WHEREAS, regulations promulgated by NMFS are applicable in waters of the Exclusive Economic Zone (EEZ) of the U.S., generally three miles offshore, and

WHEREAS, rules will be established by NMFS, to provide for commercial harvest seasons for red snapper in the EEZ off of Louisiana, and

WHEREAS, the Department of Wildlife and Fisheries receives notice from the Gulf Council and NMFS requesting consistent regulations in Louisiana state waters which are preferable as they assist in enforcement of fishery rules, and

WHEREAS, in order to enact regulations in a timely manner so as to have compatible regulations in place in Louisiana waters for the 2003 commercial red snapper season, it is necessary that emergency rules be enacted, and

WHEREAS, R.S. 49:953(B) and R.S. 49:967 allow the Wildlife and Fisheries Commission to use emergency procedures to set finfish seasons, and

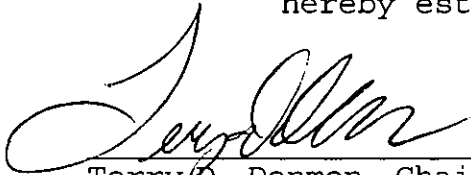
WHEREAS, R.S. 56:326.3 provides that the Wildlife and Fisheries Commission may set seasons for saltwater finfish,

THEREFORE BE IT RESOLVED, that the Commission authorizes the Secretary, through Declaration of Emergency, to re-open and close the commercial red snapper season outside of the season framework established at the January 2003 Commission meeting in Louisiana state waters if he is informed by the Regional Administrator of the National Marine Fisheries Service that the season dates for the commercial harvest of red snapper in the federal waters of the Gulf of Mexico have been modified to re-open and close after noon December 7, 2003 and that the Regional


Administrator of NMFS requests that the season be modified in Louisiana state waters, and

BE IT FURTHER RESOLVED, that the Secretary of the Department of Wildlife and Fisheries is authorized to take any and all necessary steps on behalf of the Commission to promulgate and effectuate a Declaration of Emergency, and

BE IT FURTHER RESOLVED, that all applicable rules regarding red snapper harvest including trip limits, permit requirements, and size limits, established by the Commission shall be in effect during the open seasons hereby established.



Terry D. Denmon, Chairman
Wildlife and Fisheries
Commission



James H. Jenkins, Jr., Secretary
Department of Wildlife and
Fisheries

RESOLUTION

ESTABLISHMENT OF DESIGNATED TEMPORARY NATURAL REEF

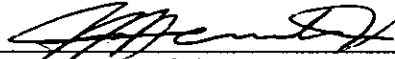
December 4, 2003

- WHEREAS, R.S. 56:6(12) provides that the Commission shall, through its Secretary, improve, enlarge, and protect the natural oyster reefs of this state as conditions may warrant, and
- WHEREAS, R.S. 56:433 provides that the Department may designate from which natural reefs oysters may be fished, and
- WHEREAS, oyster leases were purchased or relocated pursuant to R.S. 56:432.1 in a portion of Little Lake and nearby water bottoms in Jefferson and Lafourche Parishes, and
- WHEREAS, the water bottoms in that portion of Little Lake and vicinity in Jefferson and Lafourche Parishes have been reported to contain oysters of harvestable size and quantity, and
- WHEREAS, due to the anticipated operation of the Davis Pond Freshwater Diversion structure, the oyster resource in this area is in imminent peril of being irretrievably lost, and
- WHEREAS, at the August 6, 2003 Wildlife and Fisheries Commission Meeting, the Commission passed a Resolution and Declaration of Emergency establishing the Little Lake Designated Temporary Natural Reef, and
- WHEREAS, that Declaration of Emergency will expire on December 31, 2003 and the Wildlife and Fisheries Commission wishes to extend the designation of Little Lake for additional time to allow for harvest of the oyster resource.
- THEREFORE BE IT RESOLVED, the Wildlife and Fisheries Commission and the Department of Wildlife and Fisheries continue to declare a designated temporary natural reef in the water bottoms of Little Lake and vicinity - Jefferson and Lafourche Parishes in the area described in the attached Declaration of Emergency which is attached to and made a part of this resolution, and

BE IT FURTHER RESOLVED, the Secretary of the Department of Wildlife and Fisheries is authorized to take any and all necessary steps on behalf of the Commission to effectuate this Declaration of Emergency, including but not limited to the preparation of reports and correspondence to other agencies of government.

A handwritten signature in dark ink, appearing to read 'Terry D. Denmon', written over a horizontal line.

Terry D. Denmon, Chairman
Wildlife and Fisheries
Commission

A handwritten signature in dark ink, appearing to read 'James H. Jenkins, Jr.', written over a horizontal line.

James H. Jenkins, Jr., Secretary
Department of Wildlife and
Fisheries

DECLARATION OF EMERGENCY

Department of Wildlife and Fisheries
Wildlife and Fisheries Commission

In accordance with emergency provisions of the Administrative Procedure Act, R.S. 49:953(B) and in accordance with R.S. 56:6(12) and R.S. 56:433, the Wildlife and Fisheries Commission and the Department of Wildlife and Fisheries continue to declare and designate those water bottoms of Little Lake and vicinity in Jefferson and Lafourche Parishes more specifically described below to be a designated temporary natural reef. This area was originally declared as such at the August 6, 2003 Wildlife and Fisheries Commission meeting through a Declaration of Emergency.

Inasmuch as the Davis Pond Freshwater Diversion is anticipated to resume normal operations within 6 months, standard rulemaking procedures and timeframes would leave little, if any, time for an orderly and efficient harvest of this resource. Therefore, the Wildlife and Fisheries Commission and the Department of Wildlife and Fisheries continue to hereby declare the water bottoms of Little Lake and vicinity in Jefferson and Lafourche parishes as described below a designated temporary natural reef:

Beginning at the point on the western bank of the Barataria Waterway, latitude of 29° 34' 40" North, longitude 90° 03' 35.070" West; thence southerly along the western bank of the Barataria Waterway to a point, latitude 29° 30' 27.226" North, longitude 90° 01' 25.438" West; thence southwesterly to a point, latitude 29° 26'

37.361" North, longitude 90° 07' 26.119" West; thence northwesterly to a point, latitude 29° 28' 50.000" North, longitude 90° 11' 40.000" West; thence North to a point, latitude 29° 34' 40.000" North, longitude 90° 11' 40.000" West; thence East to the point of beginning.

All statutes, regulations, and policies pertaining to the use of public oyster grounds will be in force in this temporary natural reef with the exception of any additional mitigation requirements levied from time to time for construction, oil and gas exploration, or pipeline construction activities.

This Declaration of Emergency will become effective on January 1, 2004, and shall remain in effect for the maximum period allowed under the Administrative Procedure Act or until revocation by the Commission and the Department.

Terry D. Denmon

Chairman

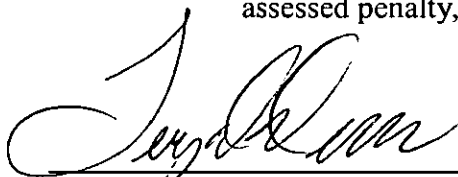
RESOLUTION

LOUISIANA WILDLIFE AND FISHERIES COMMISSION LOUISIANA DEPARTMENT OF WILDLIFE AND FISHERIES


December 4, 2003

- WHEREAS, the Department of Wildlife and Fisheries has determined that J.P. & Sons Dredging, L.L.C. and Kass Brothers, Inc. were jointly responsible for dredging approximately 150,000 cubic yards of fill sand and fill material from the Mississippi River in Jefferson Parish, Louisiana during the period of approximately July 18 – August 30, 2003, with the material being deposited into pits owned by Kass Brothers, Inc.
- WHEREAS, this dredging was done without a permit from the Department as is required by Chapter 12 of Title 56 of the Louisiana Revised Statutes, particularly La. R.S. 56:2011.
- WHEREAS, after the dredging was completed, J.P. & Sons Dredging, L.L.C. submitted a permit application along with a check in the amount of \$29,968.84, which represents the royalties due for the dredging.
- WHEREAS, prior dredging activity engaged in by J.P. & Sons Dredging, L.L.C. which occurred before the above described July – August dredging resulted in J.P. & Sons Dredging, L.L.C. dredging more than was allowed under their permit and dredging at times without obtaining a permit from the Department, and resulted in the Department and Commission pursuing collection of the underpaid royalty along with interest and penalties for this previous activity.
- WHEREAS, pursuant to La. R.S. 56:2012, the Commission has the authority to assess a civil penalty not to exceed \$1000 per day for each day a violation occurs and may assess damages in an amount not to exceed the fair market value of the dredged fill sand or fill material.
- WHEREAS, based upon the above, the staff of the Department believes that a penalty of \$1,000.00 per day for each day that dredging occurred without a permit is appropriate under the circumstances.
- WHEREAS, the Department requests that the Commission assess a penalty of \$1,000.00 per day jointly against J.P. & Sons Dredging, L.L.C. and Kass Brothers, Inc. for dredging the fill material without a permit.
- THEREFORE BE IT RESOLVED, the Commission hereby assesses a penalty in the amount of \$1,000.00 per day jointly against J.P. & Sons Dredging, L.L.C. and Kass Brothers, Inc. for each day that the dredging occurred without a permit and that the Department

is hereby authorized to take all other action as necessary, including filing of suit against J.P. & Sons Dredging, L.L.C. and Kass Brothers, Inc. for collection of this assessed penalty, as well as all other remedies prescribed by law.



Terry D. Denmon, Chairman
La. Wildlife and Fisheries Commission




James H. Jenkins, Jr., Secretary
La. Dept. of Wildlife and Fisheries

**PROCEDURE FOR ELECTION OF CHAIRMAN AND VICE-CHAIRMAN
(Pursuant to Article IV of the Bylaws)**

- I. The election procedure shall be by roll call vote.
- II. Election of Chairman
 - A. Chair entertains nominations for chairman
 - any number may be nominated.
 - no second required for nominations.
 - chairman may not serve succeeding terms.
 - B. When it appears that no further nominations are forthcoming, the chair declares nominations closed.
 - C. When nominations are closed, the chair will call for votes for each of the persons nominated - in the order of nomination. If there is only one nominee, the chair declares election by acclamation.
 - D. When any nominee receives a majority vote of the members present, then voting ceases and he is declared chairman.
 - E. In the event that there are more than two nominees for chairman and no nominee receives a majority vote of those present, then the balloting shall be repeated as many times as necessary until one candidate obtains a majority vote. If second and subsequent balloting is required, all nominees are kept on the ballot.
 - F. Outgoing chairman continues to preside over election of vice-chairman and until adjournment.
- III. Election of Vice-Chairman

When a chairman is declared, then the Commission proceeds to elect a vice-chairman using the same procedure set out above for chairman. The vice-chairman can succeed himself.
- IV. POINTS OF ORDER - ALL OBJECTIONS, QUESTIONS OR POINTS OF ORDER CONCERNING THE ABOVE PROCEDURE OR THE ELECTION **MUST BE MADE PRIOR TO ADJOURNMENT OF THIS MEETING. IF NOT MADE PRIOR TO THE ADJOURNMENT, THEY ARE WAIVED.**

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
April 2004						
				1 	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

MONTHLY CIVIL RESTITUTION REPORT

PERIOD	NO. CASES ASSESSED	AMOUNT ASSESSED	CREDIT FOR SALE GOODS	NO. CASES PAID	AMOUNT PAID	DISCOUNTS TAKEN	PERCENT DOLLARS PAID	PERCENT CASES PAID
FISCAL YEAR 1993-94								
July, 1993	25	\$21,039.00	(\$9,778.00)	29	\$4,855.00	\$2,545.00		
Aug., 1993	53	\$44,922.00	(\$1,137.00)	41	\$7,950.00	\$3,603.00		
Sept., 1993	42	\$137,635.00	(\$17,938.00)	35	\$6,783.00	\$3,048.00		
Oct., 1993	49	\$21,471.00	(\$11,282.00)	40	\$3,285.00	\$1,519.00		
Nov., 1993	57	\$31,207.00	(\$13,260.00)	32	\$3,053.00	\$2,845.00		
Dec., 1993	53	\$13,777.00		27	\$6,507.00	\$6,713.00		
Jan., 1994	38	\$18,918.00		32	\$4,423.00	\$2,831.00		
Feb., 1994	68	\$38,131.00	(\$8,238.00)	46	\$9,124.00	\$5,993.00		
Mar., 1994	38	\$22,739.00	(\$2,482.00)	51	\$10,854.00	\$6,796.00		
April, 1994	14	\$44,732.00	(\$1,404.00)	27	\$7,307.00	\$4,632.00		
May, 1994	10	\$4,504.00	(\$165.00)	7	\$5,447.00	\$3,808.00		
June, 1994	29	\$26,167.00	(\$2,986.00)	12	\$1,886.00	\$1,214.00		
Total FY 1994	476	\$425,242.00	(\$68,670.00)	379	\$71,474.00	\$45,547.00	27.5%	79.6%
FISCAL YEAR 1994-95								
July, 1994	17	\$2,127.00	(\$335.00)	23	\$2,101.00	\$1,437.00		
Aug., 1994	41	\$96,403.00	(\$3,035.00)	20	\$1,010.00	\$605.00		
Sept., 1994	34	\$14,614.00	(\$14,002.00)	26	\$2,596.00	\$2,342.00		
Oct., 1994	94	\$17,426.00	(\$8,677.00)	38	\$2,922.00	\$3,179.00		
Nov., 1994	43	\$103,592.00		45	\$3,992.00	\$2,803.00		
Dec., 1994	68	\$31,400.00		35	\$4,315.00	\$2,329.00		
Jan., 1995	55	\$27,601.00		52	\$7,493.00	\$4,921.00		
Feb., 1995	70	\$61,119.00		41	\$6,472.00	\$3,973.00		
Mar., 1995	31	\$25,072.00		44	\$8,315.00	\$4,737.00		
Apr., 1995	13	\$15,353.00		16	\$3,565.00	\$1,538.00		
May., 1995	23	\$11,632.00		16	\$4,315.00	\$654.00		
June 1995	45	\$31,008.00		18	\$2,630.00	\$1,025.00		
Total FY 1995	534	\$437,347.00	(\$26,049.00)	374	\$49,726.00	\$29,543.00	18.1%	70.0%
FISCAL YEAR 1995-96								
July, 1995	0	\$0.00						
Aug., 1995	46	\$17,425.00		27	\$9,028.00	\$1,729.00		
Sept., 1995	1	\$125.00		21	\$3,093.00	\$2,049.00		
Oct., 1995	122	\$206,244.00		29	\$2,720.00	\$1,161.00		
Nov., 1995	55	\$23,124.00		62	\$10,151.00	\$6,383.00		
Dec., 1995	50	\$18,607.26		32	\$4,780.66	\$2,802.76		
Jan., 1996	49	\$13,814.88	(\$15,296.45)	36	\$5,296.51	\$3,472.89		
Feb., 1996	50	\$14,716.97		38	\$5,777.53	\$3,416.91		
Mar., 1996	33	\$24,936.91		36	\$6,035.12	\$3,421.75		
Apr., 1996	30	\$11,006.66		36	\$7,173.12	\$2,711.54		
May., 1996	23	\$7,989.34		24	\$3,941.69	\$2,020.29		
June 1996	50	\$22,151.31		16	\$2,790.02	\$1,182.23		
Total FY 1996	509	\$360,141.33	(\$15,296.45)	357	\$60,786.65	\$30,350.37	25.3%	70.1%
FISCAL YEAR 1996-97								
July, 1996	40	\$71,894.13		32	\$5,249.93	\$2,947.96		
Aug., 1996	32	\$5,362.64		32	\$6,254.59	\$3,783.69		
Sept., 1996	41	\$7,210.00		29	\$2,259.96	\$1,326.58		
Oct., 1996	29	\$11,092.53		25	\$3,697.89	\$2,261.98		
Nov., 1996	20	\$10,009.10		22	\$1,624.63	\$698.02		
Dec., 1996	13	\$238,466.04		22	\$5,877.18	\$2,121.53		
Jan., 1997	27	\$11,755.22		17	\$4,393.30	\$2,377.09		
Feb., 1997	47	\$18,520.87		42	\$8,579.84	\$5,552.63		
Mar., 1997	26	\$13,434.02		27	\$4,999.59	\$2,757.67		
Apr., 1997	10	\$2,908.87		15	\$2,322.88	\$1,298.66		
May., 1997	20	\$11,682.70		15	\$5,198.91	\$1,399.21		
June 1997	5	\$8,036.58		10	\$2,335.24	\$765.34		
Total FY 1997	310	\$410,372.70	\$0.00	288	\$52,793.94	\$27,290.36	19.5%	92.9%
FISCAL YEAR 1997 - 98								
July, 1997	10	\$2,811.71		8	\$1,584.67	\$823.11		
Aug., 1997	14	\$8,741.30		8	\$1,496.49	\$779.14		
Sept., 1997	29	\$19,926.37		12	\$2,051.78	\$1,278.04		
Oct., 1997	12	\$4,716.81		23	\$3,184.83	\$2,063.89		
Nov., 1997	23	\$54,965.34		10	\$2,424.86	\$1,218.28		
Dec., 1997	25	\$36,881.09		15	\$4,376.97	\$2,775.66		
Jan., 1998	42	\$30,025.81		17	\$5,300.40	\$3,533.66		
Feb., 1998	37	\$31,164.95		29	\$22,961.69	\$8,501.18		
Mar., 1998	9	\$13,273.45		32	\$9,406.56	\$4,371.53		

Apr., 1998	10	\$5,628.21		10	\$2,602.62	\$1,279.77		
May., 1998	0	\$225.00		8	\$2,885.02	\$950.46		
June 1998	5	\$2,414.03		6	\$1,041.54	\$98.00		
Total FY 1998	216	\$210,774.07	\$0.00	178	\$59,317.43	\$27,672.72	41.3%	82.4%
FICAL YEAR 1998 - 99								
July, 1998	9	\$1,390.43		8	\$1,964.20	\$716.75		
Aug., 1998	10	\$2,240.70		10	\$1,048.28	\$372.47		
Sept., 1998	8	\$2,768.96		11	\$2,000.36	\$1,148.23		
Oct., 1998	22	\$28,704.85		14	\$1,860.17	\$807.48		
Nov., 1998	19	\$9,137.79		11	\$1,765.97	\$1,092.43		
Dec., 1998	23	\$11,959.10		27	\$4,441.02	\$2,040.71		
Jan., 1999	41	\$21,179.55		18	\$6,621.63	\$3,838.22		
Feb., 1999	45	\$26,236.24		41	\$12,119.09	\$6,923.61		
Mar., 1999	15	\$7,549.57		33	\$8,281.77	\$4,138.44		
Apr., 1999	9	\$8,013.54		14	\$3,035.82	\$1,388.41		
May., 1999	5	\$5,161.23		5	\$905.50	\$405.00		
June 1999	7	\$3,719.01		13	\$3,011.06	\$533.83		
Total FY 1999	213	\$128,060.97	\$0.00	205	\$47,054.87	\$23,405.58	55.0%	96.2%
FISCAL YEAR 1999-2000								
July, 1999	5	\$1,556.38		9	\$2,287.53	\$1,198.81		
Aug., 1999	10	\$2,510.83		15	\$2,455.38	\$513.73		
Sept., 1999	6	\$2,032.19	\$5,324.80	28	\$3,563.06	\$475.93		
Oct., 1999	11	\$4,452.31	\$567.75	25	\$2,775.48	\$557.41		
Nov., 1999	14	\$8,634.64		26	\$3,250.96	\$1,322.96		
Dec., 1999	24	\$15,891.96		19	\$3,862.76	\$2,126.27		
Jan., 2000	49	\$27,872.14		28	\$7,952.94	\$3,814.02		
Feb., 2000	21	\$11,039.59		30	\$10,159.24	\$6,216.42		
Mar., 2000	19	\$9,873.21		31	\$6,709.07	\$3,555.40		
Apr., 2000	12	\$7,897.70		17	\$2,932.41	\$1,512.54		
May, 2000	7	\$5,039.46	\$293.60	20	\$7,062.23	\$3,164.00		
June, 2000	16	\$14,566.88		18	\$5,766.59	\$1,852.12		
Total FY 2000	194	\$111,367.29	\$6,186.15	266	\$58,777.65	\$26,309.61	76%	137%
FISCAL YEAR 2000-01								
July, 2000	2	\$865.01		14	\$1,948.03	\$154.01		
Aug., 2000	20	\$15,837.60		17	\$3,302.27	\$1,063.92		
Sept., 2000	12	\$3,562.26		23	\$8,718.21	\$1,351.41		
Oct., 2000	18	\$122,696.24		29	\$7,457.98	\$490.16		
Nov. 2000	13	\$15,851.30		22	\$4,038.50	\$309.30		
Dec., 2000	40	\$30,234.92		24	\$7,189.98	\$462.13		
Jan., 2001	28	\$15,923.38		25	\$7,611.66	\$833.60		
Feb., 2001	35	\$20,181.39		30	\$18,568.12	\$1,917.82		
Mar., 2001	8	\$5,956.83		37	\$15,724.02	\$753.86		
Apr., 2001	20	\$24,145.82		22	\$4,856.39	\$225.93		
May 2001	4	\$1,677.36		20	\$3,700.77	\$313.58		
June 2001	3	\$932.20		31	\$8,433.81	\$346.90		
Total FY 2001	203	\$257,864.31	\$0.00	294	\$91,549.74	\$8,222.62	39%	145%
FISCAL YEAR 2001-02								
July, 2001	4	\$4,290.29		25	\$6,328.36	\$293.54		
Aug., 2001	6	\$9,452.69		18	\$2,984.52			
Sept., 2001	0	\$175.00		25	\$4,157.32	\$66.29		
Oct., 2001	15	\$6,439.06		18	\$3,174.66	\$67.32		
Nov., 2001	15	\$5,913.63		24	\$3,932.41	\$194.66		
Dec., 2001	36	\$21,868.88		20	\$5,384.19	\$502.17		
Jan., 2002	56	\$27,650.44		38	\$11,100.99	\$1,008.09		
Feb., 2002	27	\$14,211.31	\$620.55	37	\$20,017.87	\$861.63		
Mar., 2002	8	\$6,765.68		36	\$10,061.89	\$419.16		
Apr., 2002	20	\$11,296.19		19	\$2,196.02	\$49.33		
May, 2002	3	\$30,852.57	\$11,887.80	27	\$8,265.67	\$538.72		
June, 2002	3	\$8,636.08		23	\$3,418.15	\$87.91		
Total FY 2002	193	\$147,551.82	\$12,508.35	310	\$81,022.05	\$4,088.82	58%	161%
FISCAL YEAR 2002-03								
July, 2002	8	\$6,915.26		20	\$3,308.14	\$111.90		
Aug., 2002	12	\$11,943.66		24	\$4,010.98	\$47.33		
Sept., 2002	6	\$1,944.83		19	\$4,624.36	\$85.25		
Oct., 2002	24	\$12,167.99		25	\$7,131.20	\$442.95		
Nov., 2002	21	\$11,013.41		27	\$8,688.51	\$624.99		
Dec., 2002	32	\$15,763.99		23	\$7,660.18	\$689.95		

LOUISIANA DEPARTMENT OF WILDLIFE AND FISHERIES
CIVIL RESTITUTION ACTIVITY REPORT
CURRENT MONTH
11/01/2003 TO 11/30/2003

	# CASES	AMOUNT
ORIG RESTITUTION VALUES ENTERED	17	\$7,569.12
HEARING COSTS ASSESSED	1	\$25.00
SALE OF CONFISCATED COMMODS	0	\$0.00
SALES EXCEEDING RESTITUTION	0	\$0.00
=====		
RESTITUTION ASSESSED	17	\$7,594.12
PAYMENTS	15	\$4,191.13-
PAYMENTS AFTER PAST DUE NOTICE	0	\$0.00
PAYMENTS AFTER REVOKED NOTICE	2	\$55.00-
PAYMENTS FROM COLLECTION EFFORT	1	\$154.70-
PAYMENTS FROM HRG COST ASSESSED	4	\$100.00-
DISCOUNTS FOR TIMELY PAYMENTS	6	\$245.00-
OVERPAYMENTS	2	\$17.99
REFUND OF OVERPAYMENT	1	\$5.75
APPLIED CONFISCATED COMMODS	0	\$0.00
APPLIED EXCEEDING BALANCE DUE	0	\$0.00
REFUND OF CONFISCATED COMMOD.	0	\$0.00
RETURNED CHECKS	0	\$0.00
MISC. ADJUSTMENTS		
DEBITS	0	\$0.00
CREDITS	0	\$0.00
REASSESSMENTS		
DEBITS	0	\$0.00
CREDITS	0	\$0.00
WRITE-OFFS	0	\$0.00
ASSESSMENTS WITHDRAWN	2	\$2,922.61-
ADJUDICATION ADJUSTMENTS	0	\$0.00
FOUND NOT RESPONSIBLE	0	\$0.00
DISMISSED BY D.A.	0	\$0.00
CASES VOIDED BY ENFORCEMENT	0	\$0.00
OVERTURNED ON APPEAL	0	\$0.00
DISMISSED BY ADMIN LAW	0	\$0.00

FOOTNOTE:

FORFEIT OF CONFISCATED COMMODS	0	\$0.00
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LOUISIANA DEPARTMENT OF WILDLIFE AND FISHERIES
CIVIL RESTITUTION ACTIVITY REPORT
FISCAL YEAR TO DATE
07/01/2003 TO 11/30/2003

	# CASES	AMOUNT
ORIG RESTITUTION VALUES ENTERED	64	\$42,556.76
HEARING COSTS ASSESSED	54	\$1,350.00
SALE OF CONFISCATED COMMODS	0	\$0.00
SALES EXCEEDING RESTITUTION	0	\$0.00
=====		
RESTITUTION ASSESSED	64	\$43,906.76
PAYMENTS	63	\$18,752.93-
PAYMENTS AFTER PAST DUE NOTICE	0	\$0.00
PAYMENTS AFTER REVOKED NOTICE	8	\$1,155.73-
PAYMENTS FROM COLLECTION EFFORT	4	\$783.66-
PAYMENTS FROM HRG COST ASSESSED	13	\$325.00-
DISCOUNTS FOR TIMELY PAYMENTS	29	\$876.24-
OVERPAYMENTS	7	\$19.54
REFUND OF OVERPAYMENT	4	\$64.09
APPLIED CONFISCATED COMMODS	0	\$0.00
APPLIED EXCEEDING BALANCE DUE	0	\$0.00
REFUND OF CONFISCATED COMMOD.	0	\$0.00
RETURNED CHECKS	0	\$0.00
MISC. ADJUSTMENTS		
DEBITS	0	\$0.00
CREDITS	0	\$0.00
REASSESSMENTS		
DEBITS	0	\$0.00
CREDITS	2	\$1,605.00-
WRITE-OFFS	1	\$274.77-
ASSESSMENTS WITHDRAWN	2	\$2,922.61-
ADJUDICATION ADJUSTMENTS	1	\$0.91-
FOUND NOT RESPONSIBLE	2	\$1,049.08-
DISMISSED BY D.A.	0	\$0.00
CASES VOIDED BY ENFORCEMENT	0	\$0.00
OVERTURNED ON APPEAL	0	\$0.00
DISMISSED BY ADMIN LAW	1	\$852.15-

FOOTNOTE:		
FORFEIT OF CONFISCATED COMMODS	0	\$0.00

LOUISIANA DEPARTMENT OF WILDLIFE AND FISHERIES
CIVIL RESTITUTION ACTIVITY REPORT
INCEPTION TO DATE
11/30/2003

	# CASES	AMOUNT
ORIG RESTITUTION VALUES ENTERED	4,699	\$3,276,169.36
HEARING COSTS ASSESSED	430	\$11,300.00
SALE OF CONFISCATED COMMODS	331	\$269,865.45-
SALES EXCEEDING RESTITUTION	138	\$58,209.82
=====		
RESTITUTION ASSESSED	4,699	\$3,075,813.73
PAYMENTS	3,188	\$711,060.42-
PAYMENTS AFTER PAST DUE NOTICE	33	\$8,624.04-
PAYMENTS AFTER REVOKED NOTICE	86	\$32,714.55-
PAYMENTS FROM COLLECTION EFFORT	31	\$24,229.88-
PAYMENTS FROM HRG COST ASSESSED	210	\$5,450.00-
DISCOUNTS FOR TIMELY PAYMENTS	2,223	\$262,388.52-
OVERPAYMENTS	135	\$114.75
REFUND OF OVERPAYMENT	68	\$11,901.95
APPLIED CONFISCATED COMMODS	17	\$44,255.65-
APPLIED EXCEEDING BALANCE DUE	5	\$6,780.54
REFUND OF CONFISCATED COMMOD.	8	\$45,896.70
RETURNED CHECKS	1	\$61.75
MISC. ADJUSTMENTS		
DEBITS	3	\$55.00
CREDITS	13	\$10.22-
REASSESSMENTS		
DEBITS	21	\$6,881.15
CREDITS	66	\$38,666.90-
WRITE-OFFS	1,059	\$1,481,705.61-
ASSESSMENTS WITHDRAWN	9	\$4,717.56-
ADJUDICATION ADJUSTMENTS	32	\$21,075.49-
FOUND NOT RESPONSIBLE	93	\$170,105.37-
DISMISSED BY D.A.	1	\$2,134.47-
CASES VOIDED BY ENFORCEMENT	2	\$559.32-
OVERTURNED ON APPEAL	1	\$524.54-
DISMISSED BY ADMIN LAW	1	\$6,890.33-
=====		
** TOTAL OUTSTANDING	268	\$332,392.70

FOOTNOTE:

FORFEIT OF CONFISCATED COMMODS	38	\$106,941.70 *
--------------------------------	----	----------------

AGING OF SALE OF CONFISCATED COMMODITIES

VIOLATION DATE UNKNOWN	0	\$0.00
1 - 30 DAYS	1	\$4,791.00
31 - 60 DAYS	4	\$1,426.95
61 - 90 DAYS	14	\$24,493.09
91 - 120 DAYS	12	\$3,195.09
121 - 150 DAYS	11	\$5,153.65
151 - 180 DAYS	7	\$657.30
181 - 365 DAYS	25	\$25,248.55
OVER ONE YEAR	60	\$60,588.13
OVER TWO YEARS	104	\$89,727.22
OVER THREE YEARS	974	\$681,230.39
		=====
** TOTAL AGING	1,212	\$896,511.37

AGING OF OUTSTANDING CASES

COLLECTIONS WITH AGENCY:		
CAN NOT BE INVOICED	2	\$1,049.08
CURRENT	13	\$6,187.30
1 - 30 DAYS	6	\$7,075.90
31 - 90 DAYS	11	\$15,723.44
91 - 180 DAYS	8	\$6,705.47
181 - 365 DAYS	49	\$26,095.74
OVER ONE YEAR	85	\$100,821.55
COLLECTIONS WITH PRIVATE COLLECTIONS FIRM:		
1 - 90 DAYS	0	\$0.00
91 - 180 DAYS	0	\$0.00
181 - 365 DAYS	0	\$0.00
OVER ONE YEAR	90	\$85,925.06
AMOUNT UNDER PROTEST:		
1 - 180 DAYS	0	\$0.00
181 - 365 DAYS	1	\$549.54
OVER ONE YEAR	3	\$82,259.62
		=====
** TOTAL AGING	268	\$332,392.70

LOUISIANA DEPARTMENT OF WILDLIFE AND FISHERIES
CLASS I ACTIVITY REPORT
CURRENT MONTH
11/01/2003-11/30/2003

	# CASES	AMOUNT
FINES	346	\$20,000.00
HEARING COSTS		
DEBITS	470	\$12,375.00
CREDITS	4	\$100.00-
LATE CHARGES		
DEBITS	161	\$1,349.50
CREDITS	0	\$0.00
		=====
TOTAL DUE		\$33,624.50

=====

PAID IN FULL	482	\$29,945.50-
PARTIAL PAYMENTS	20	\$1,118.50-
ATTORNEY GENERAL COLLECTIONS	0	\$0.00
ATTORNEY GENERAL FEES	0	\$0.00
DEPT OF REVENUE COLLECTIONS	0	\$0.00
DEPT OF REVENUE FEES	0	\$0.00
WRITE-OFFS	0	\$0.00
OVERPAYMENTS	2	\$50.50
REFUNDS	6	\$140.00
RETURNED CHECKS	0	\$0.00
MISC CHANGES		
DEBITS	0	\$0.00
CREDITS	0	\$0.00
ADJUSTMENTS TO VIOLATION		
DEBITS	1	\$50.00
CREDITS	0	\$0.00
VOIDS	9	\$450.00-
NOT GUILTY	5	\$250.00-
DISMISSED BY ADMIN LAW	2	\$200.00-
DISMISSED BY ENFORCEMENT	0	\$0.00
GUILTY/FINE WAIVED	0	\$0.00
OVERTURNED ON APPEAL	0	\$0.00

ENF_525U

LOUISIANA DEPARTMENT OF WILDLIFE AND FISHERIES
CLASS I ACTIVITY REPORT
FISCAL YEAR TO DATE
07/01/2003-11/30/2003PAGE: 2
DATE: 12/01/2003

	# CASES	AMOUNT
FINES	3,429	\$194,840.00
HEARING COSTS		
DEBITS	1,950	\$52,307.50
CREDITS	10	\$475.00-
LATE CHARGES		
DEBITS	710	\$5,803.25
CREDITS	0	\$0.00
		=====
TOTAL DUE		\$252,475.75

=====

PAID IN FULL	3,453	\$208,646.00-
PARTIAL PAYMENTS	94	\$5,158.50-
ATTORNEY GENERAL COLLECTIONS	0	\$0.00
ATTORNEY GENERAL FEES	0	\$0.00
DEPT OF REVENUE COLLECTIONS	2	\$77.00-
DEPT OF REVENUE FEES	2	\$8.00-
WRITE-OFFS	0	\$0.00
OVERPAYMENTS	10	\$154.50
REFUNDS	29	\$752.50
RETURNED CHECKS	4	\$225.00
MISC CHANGES		
DEBITS	4	\$80.00
CREDITS	0	\$0.00
ADJUSTMENTS TO VIOLATION		
DEBITS	5	\$300.00
CREDITS	3	\$100.00-
VOIDS	51	\$2,700.00-
NOT GUILTY	17	\$950.00-
DISMISSED BY ADMIN LAW	12	\$850.00-
DISMISSED BY ENFORCEMENT	0	\$0.00
GUILTY/FINE WAIVED	1	\$50.00-
OVERTURNED ON APPEAL	0	\$0.00

LOUISIANA DEPARTMENT OF WILDLIFE AND FISHERIES
CLASS I ACTIVITY REPORT
INCEPTION TO DATE
11/30/2003

	# CASES	AMOUNT
FINES	110,828	\$5,696,442.07
HEARING COSTS		
DEBITS	29,901	\$753,795.30
CREDITS	11	\$11,291.00-
LATE CHARGES		
DEBITS	1,398	\$11,077.75
CREDITS	0	\$0.00
		=====
TOTAL DUE		\$6,450,024.12

=====

PAID IN FULL	67,370	\$3,606,648.49-
PARTIAL PAYMENTS	1,710	\$80,127.25-
ATTORNEY GENERAL COLLECTIONS	14	\$690.00-
ATTORNEY GENERAL FEES	33	\$345.00-
DEPT OF REVENUE COLLECTIONS	28	\$1,745.00-
DEPT OF REVENUE FEES	28	\$112.00-
WRITE-OFFS	11,955	\$697,427.50-
OVERPAYMENTS	192	\$4,185.78
REFUNDS	374	\$16,300.31
RETURNED CHECKS	77	\$4,050.00
MISC CHANGES		
DEBITS	74	\$1,195.00
CREDITS	170	\$141.88-
ADJUSTMENTS TO VIOLATION		
DEBITS	249	\$14,650.00
CREDITS	44	\$2,500.00-
VOIDS	5,677	\$285,700.00-
NOT GUILTY	1,227	\$62,450.00-
DISMISSED BY ADMIN LAW	230	\$12,050.00-
DISMISSED BY ENFORCEMENT	12	\$600.00-
GUILTY/FINE WAIVED	158	\$7,950.00-
OVERTURNED ON APPEAL	0	\$0.00
		=====
TOTAL OUTSTANDING		\$1,731,918.09

AGING OF OUTSTANDING CASES FROM CITATION DATE

COLLECTIONS WITH AGENCY:

CURRENT	254	\$14,850.00
1 - 30 DAYS	254	\$15,200.00
31 - 90 DAYS	571	\$36,605.00
91 - 180 DAYS	1,173	\$77,750.00
181 - 365 DAYS	1,156	\$98,340.00
OVER ONE YEAR	18,339	\$1,288,409.09

COLLECTIONS WITH DEPT OF REVENUE:

1 - 90 DAYS	0	\$0.00
91 - 180 DAYS	0	\$0.00
181 - 365 DAYS	42	\$4,347.50
OVER ONE YEAR	2,482	\$196,191.50

AMOUNT UNDER PROTEST:

1 - 180 DAYS	0	\$0.00
181 - 365 DAYS	0	\$0.00
OVER ONE YEAR	3	\$225.00

=====

** TOTAL AGING	24,274	\$1,731,918.09
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AGING OF OUTSTANDING CASES FROM HEARING DATE

PREHEARING	652	\$37,750.00
0 - 90 DAYS	1,528	\$100,040.00
91 - 180 DAYS	1,106	\$91,037.50
181 - 270 DAYS	195	\$18,247.50
271 - 365 DAYS	243	\$23,609.50
OVER ONE YEAR	20,550	\$1,461,233.59

=====

** TOTAL AGING	24,274	\$1,731,918.09
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Louisiana Department of Wildlife and Fisheries

NEWS RELEASE

James H. Jenkins Jr.
Secretary



CONTACT
225/765-2925

2003-348

12/02/03

AMENDED AGENDA FOR LOUISIANA WILDLIFE AND FISHERIES COMMISSION MEETING

The next regular public board meeting has been scheduled by the Commission for 10:00 A.M. on Thursday, December 4, at the Wildlife and Fisheries Building, located at 2000 Quail Drive, Baton Rouge, LA. The agenda for the meeting has been amended as follows:

1. Roll Call
2. Approval of Minutes of November 6, 2003
3. Commission Special Announcements
4. Employee Recognition Awards Presentation
5. Presentation to Dwight Brasseaux, Fur & Refuge Division, for Service to State
6. Customer Service Report
7. Enforcement & Aviation Reports/November
8. Declaration of Emergency and Notice of Intent - Spotted Seatrout Regulations - Recreational Size and Bag Limit - Calcasieu Lake, Sabine Lake and Surrounding Area
9. Resolution and Declaration of Emergency - Possible Extension of Red Snapper Commercial Season
10. Declaration of Emergency - Little Lake Designated Temporary Natural Reef
11. Assessment of Penalty Against J.P. & Sons, LLC and Kass Brothers, Inc. For Dredging Fill Sand and Fill Material Without a Permit
12. Election of Chairman and Vice-Chairman
13. Set April 2004 Meeting Date
14. Public Comments
15. Adjournment

EDITORS: For more information, contact Thomas Gresham at 225/765-2923
(gresham_tp@wlf.state.la.us).

December 2, 2003

NEWS RELEASE

APPROVED: 

AMENDED AGENDA FOR COMMISSION MEETING

The next regular public board meeting has been scheduled by the Commission for 10:00 A.M. on Thursday, December 4, 2003, at the Wildlife and Fisheries Building, 2000 Quail Drive, Baton Rouge, LA.

1. Roll Call
2. Approval of Minutes of November 6, 2003
3. Commission Special Announcements
4. Employee Recognition Awards Presentation
5. Presentation to Dwight Brasseaux, Fur & Refuge Division, for Service to State
6. Customer Service Report
7. Enforcement & Aviation Reports/November
8. Declaration of Emergency and Notice of Intent - Spotted Seatrout Regulations - Recreational Size and Bag Limit - Calcasieu Lake, Sabine Lake and Surrounding Area
9. Resolution and Declaration of Emergency - Possible Extension of Red Snapper Commercial Season
10. Declaration of Emergency - Little Lake Designated Temporary Natural Reef
11. Assessment of Penalty Against J.P. & Sons, LLC and Kass Brothers, Inc. For Dredging Fill Sand and Fill Material Without a Permit
12. Election of Chairman and Vice-Chairman
13. Set April 2004 Meeting Date
14. Public Comments
15. Adjournment

*Okayed by Mr. Felteiman
9:37 AM - 12/2/2003*

Hawkins, Susan

From: Whitrock, Frederick
Sent: Tuesday, December 02, 2003 9:01 AM
To: Hawkins, Susan
Cc: Puckett, Don; Patton, James; Mills, David
Subject: Agenda Item

Susan, we need to add this item to this weeks Commission Agenda. "Assessment of penalty against J.P. & Sons, LLC and Kass Brothers, Inc. for dredging fill sand and fill material without a permit." I will have a Resolution ready later today. Let me know if you need anything else. Thanks.

Frederick C. Whitrock, Attorney
Department of Wildlife and Fisheries
P.O. Box 98000
Baton Rouge, LA 70898-9000
phone (225) 765-2971
facsimile (225) 763-3530
whitrock_fc@wlf.state.la.us

Louisiana Department of Wildlife and Fisheries

NEWS RELEASE

James H. Jenkins Jr.
Secretary



CONTACT
225/765-2925

2003-347

11/26/03

AMENDED AGENDA FOR COMMISSION MEETING

A revised agenda for the next public board meeting of the Louisiana Wildlife and Fisheries Commission has been released. The meeting is scheduled for Thursday, December 4, at 10:00 a.m. It will be held in the Louisiana Room of the Wildlife and Fisheries Building in Baton Rouge. The amended agenda is as follows:

1. Roll Call
2. Approval of Minutes of November 6, 2003
3. Commission Special Announcements
4. Employee Recognition Awards Presentation
5. Presentation to Dwight Brasseaux, Fur & Refuge Division, for Service to State
6. Customer Service Report
7. Enforcement & Aviation Reports/November
8. Declaration of Emergency and Notice of Intent - Spotted Seatrout Regulations - Recreational Size and Bag Limit - Calcasieu Lake, Sabine Lake and Surrounding Area
9. Resolution and Declaration of Emergency - Possible Extension of Red Snapper Commercial Season
10. Declaration of Emergency - Little Lake Designated Temporary Natural Reef
11. Election of Chairman and Vice-Chairman
12. Set April 2004 Meeting Date
13. Public Comments
14. Adjournment

EDITORS: For more information, contact Thomas Gresham at 225/765-2923
(gresham_tp@wlf.state.la.us).

AGENDA
LOUISIANA WILDLIFE AND FISHERIES COMMISSION
BATON ROUGE, LA
December 4, 2003
10:00 AM

1. Roll Call
2. Approval of Minutes of November 6, 2003
3. Commission Special Announcements
4. Employee Recognition Awards Presentation - Jim Patton
5. Presentation to Dwight Brasseaux, Fur & Refuge Division,
for Service to State - Greg Linscombe
6. Customer Service Report - Jim Patton
7. Enforcement & Aviation Reports/November - Keith LaCaze
8. Declaration of Emergency and Notice of Intent - Spotted
Seatrout Regulations - Recreational Size and Bag Limit - Calcasieu
Lake, Sabine Lake and Surrounding Area - Henry Mouton
9. Resolution and Declaration of Emergency - Possible
Extension of Red Snapper Commercial Season - Randy Pausina
10. Declaration of Emergency - Little Lake Designated
Temporary Natural Reef - Patrick Banks
11. Election of Chairman and Vice-Chairman
12. Set April 2004 Meeting Date
13. Public Comments
14. Adjournment

November 25, 2003

NEWS RELEASE

APPROVED: _____

A handwritten signature in black ink, consisting of several loops and a long horizontal stroke extending to the right.

AMENDED AGENDA FOR COMMISSION MEETING

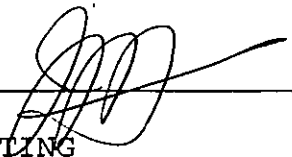
The next regular public board meeting has been scheduled by the Commission for 10:00 A.M. on Thursday, December 4, 2003, at the Wildlife and Fisheries Building, 2000 Quail Drive, Baton Rouge, LA.

1. Roll Call
2. Approval of Minutes of November 6, 2003
3. Commission Special Announcements
4. Employee Recognition Awards Presentation
5. Presentation to Dwight Brasseaux, Fur & Refuge Division, for Service to State
6. Customer Service Report
7. Enforcement & Aviation Reports/November
8. Declaration of Emergency and Notice of Intent - Spotted Seatrout Regulations - Recreational Size and Bag Limit - Calcasieu Lake, Sabine Lake and Surrounding Area
9. Resolution and Declaration of Emergency - Possible Extension of Red Snapper Commercial Season
10. Declaration of Emergency - Little Lake Designated Temporary Natural Reef
11. Election of Chairman and Vice-Chairman
12. Set April 2004 Meeting Date
13. Public Comments
14. Adjournment

November 25, 2003

NEWS RELEASE

APPROVED: _____



AMENDED AGENDA FOR COMMISSION MEETING

The next regular public board meeting has been scheduled by the Commission for 10:00 A.M. on Thursday, December 4, 2003, at the Wildlife and Fisheries Building, 2000 Quail Drive, Baton Rouge, LA.

1. Roll Call
2. Approval of Minutes of November 6, 2003
3. Commission Special Announcements
4. Employee Recognition Awards Presentation
5. Presentation to Dwight Brasseaux, Fur & Refuge Division, for Service to State
6. Customer Service Report
7. Enforcement & Aviation Reports/November
working by me -
Declaration of Emergency and
Notice of Intent - Spotted Seatrout Regulations -
Recreational Size and Bag Limit - Calcasieu Lake, Sabine Lake and
Surrounding Area
9. Resolution and Declaration of Emergency - Possible Extension of Red Snapper Commercial Season
10. Declaration of Emergency - Little Lake Designated Temporary Natural Reef
11. Election of Chairman and Vice-Chairman
12. Set April 2004 Meeting Date
13. Public Comments
14. Adjournment

C O V E R

S H E E T



FAX

To: Terry Denmon
Fax #: 318-361-5036
Subject: Change in Agenda
Date: November 25, 2003
Pages: 2, including this cover sheet.

COMMENTS:

Marine Fisheries Division has changed the wording on the attached item 8 adding the words "surrounding area" to it. Please approve if okay with you. Thanks and have a Happy Thanksgiving!

From the desk of...

Susan Hawkins

La. Dept. Of Wildlife & Fisheries
P. O. Box 98000
Baton Rouge, LA 70898-9000

225-765-2806
Fax: 225-765-0948

Louisiana Department of Wildlife and Fisheries

NEWS RELEASE

James H. Jenkins Jr.
Secretary



CONTACT
225/765-2925

2003-338

11/25/03

AGENDA SET FOR DECEMBER 4 MEETING OF L.W.F.C.

The next regular public board meeting for the Louisiana Wildlife and Fisheries Commission has been scheduled for 10:00 A.M. on Thursday, December 4. The meeting will be held at the Wildlife and Fisheries Building, 2000 Quail Drive, Baton Rouge, LA. The agenda will be as follows:

1. Roll Call
2. Approval of Minutes of November 6, 2003
3. Commission Special Announcements
4. Employee Recognition Awards Presentation
5. Presentation to Dwight Brasseaux, Fur & Refuge Division, for Service to State
6. Customer Service Report
7. Enforcement & Aviation Reports/November
8. Notice of Intent - Spotted Seatrout Regulations - Recreational Size and Bag Limit - Calcasieu Lake and Sabine Lake
9. Resolution and Declaration of Emergency - Possible Extension of Red Snapper Commercial Season
10. Declaration of Emergency - Little Lake Designated Temporary Natural Reef
11. Election of Chairman and Vice-Chairman
12. Set April 2004 Meeting Date
13. Public Comments
14. Adjournment

EDITORS: For more information, contact Thomas Gresham at 225/765-2923
(gresham_tp@wlf.state.la.us).

November 24, 2003

NEWS RELEASE

APPROVED: 

AGENDA FOR COMMISSION MEETING

The next regular public board meeting has been scheduled by the Commission for 10:00 A.M. on Thursday, December 4, 2003, at the Wildlife and Fisheries Building, 2000 Quail Drive, Baton Rouge, LA.

1. Roll Call
2. Approval of Minutes of November 6, 2003
3. Commission Special Announcements
4. Employee Recognition Awards Presentation
5. Presentation to Dwight Brasseaux, Fur & Refuge Division, for Service to State
6. Customer Service Report
7. Enforcement & Aviation Reports/November
8. Notice of Intent - Spotted Seatrout Regulations - Recreational Size and Bag Limit - Calcasieu Lake and Sabine Lake
9. Resolution and Declaration of Emergency - Possible Extension of Red Snapper Commercial Season
10. Declaration of Emergency - Little Lake Designated Temporary Natural Reef
11. Election of Chairman and Vice-Chairman
12. Set April 2004 Meeting Date
13. Public Comments
14. Adjournment

State of Louisiana



James H. Jenkins, Jr.
Secretary

Department of Wildlife & Fisheries
Post Office Box 98000
Baton Rouge, LA 70898-9000
(225) 765-2800
November 24, 2003

M.J. "Mike" Foster, Jr.
Governor

MEMORANDUM

TO: Chairman and Members of Commission
FROM: James H. Jenkins, Jr., Secretary
SUBJECT: December Commission Meeting Agenda

The next regular Commission meeting will be held at 10:00 A.M. on Thursday, December 4, 2003, in the Louisiana Room at the Wildlife and Fisheries Building, 2000 Quail Drive, Baton Rouge, LA.

The following items will be discussed:

1. Roll Call
2. Approval of Minutes of November 6, 2003
3. Commission Special Announcements
4. Employee Recognition Awards Presentation

OFFICE OF WILDLIFE

5. Presentation to Dwight Brasseaux, Fur & Refuge Division, for Service to State

OFFICE OF MANAGEMENT & FINANCE

6. Customer Service Report

WINTON VIDRINE

7. Enforcement & Aviation Reports/November

Page 2
Commission Meeting
November 24, 2003

OFFICE OF FISHERIES

8. Notice of Intent - Spotted Seatrout Regulations -
Recreational Size and Bag Limit - Calcasieu Lake and Sabine Lake

9. Resolution and Declaration of Emergency - Possible
Extension of Red Snapper Commercial Season

10. Declaration of Emergency - Little Lake Designated
Temporary Natural Reef

11. Election of Chairman and Vice-Chairman

12. Set April 2004 Meeting Date

13. Public Comments

JHJ:sch

cc: Jim Patton
Phil Bowman
John Roussel
Don Puckett
Dennis Kropog
Ewell Smith
Division Administrators
Marianne Burke

C O V E R
S H E E T



FAX

To: ~~Terry Denmon~~ Susan Hawkins
Fax #: ~~318-361-5036~~ 225-765-0948
Subject: Agenda
Date: November 21, 2003
Pages: 3, including this cover sheet.

COMMENTS:

Mr. Denmon, please review the attached agenda and let me know if okay. Thanks.

OK
JH
11.23.03

To: From the desk of...
Susan Hawkins
La. Dept. Of Wildlife & Fisheries
P. O. Box 98000
Baton Rouge, LA 70898-9000

225-765-2806
Fax: 225-765-0948

C O V E R

S H E E T



FAX

To: Terry Denmon

Fax #: 318-361-5036

Subject: Agenda

Date: November 21, 2003

Pages: 3, including this cover sheet.

COMMENTS:

Mr. Denmon, please review the attached agenda and let me know if okay. Thanks.

From the desk of...

Susan Hawkins

La. Dept. Of Wildlife & Fisheries
P. O. Box 98000
Baton Rouge, LA 70898-9000

225-765-2806
Fax: 225-765-0948

, 2003

MEMORANDUM

TO: Chairman and Members of Commission
FROM: James H. Jenkins, Jr., Secretary
SUBJECT: December Commission Meeting Agenda

The next regular Commission meeting will be held at 10:00 A.M. on Thursday, December 4, 2003, in the Louisiana Room at the Wildlife and Fisheries Building, 2000 Quail Drive, Baton Rouge, LA.

The following items will be discussed:

1. Roll Call
2. Approval of Minutes of November 6, 2003
3. Commission Special Announcements
4. Employee Recognition Awards Presentation

OFFICE OF WILDLIFE

5. Presentation to Dwight Brasseaux, Fur & Refuge Division, for Service to State

OFFICE OF MANAGEMENT & FINANCE

6. Customer Service Report

WINTON VIDRINE

7. Enforcement & Aviation Reports/November

Page 2
Commission Meeting
, 2003

OFFICE OF FISHERIES

8. Notice of Intent - Spotted Seatrout Regulations -
Recreational Size and Bag Limit - Calcasieu Lake and Sabine Lake

9. Resolution and Declaration of Emergency - Possible
Extension of Red Snapper Commercial Season

10. Declaration of Emergency - Little Lake Designated
Temporary Natural Reef

11. Election of Chairman and Vice-Chairman

12. Set April 2004 Meeting Date

13. Public Comments

JHJ:sch

cc: Jim Patton
Phil Bowman
John Roussel
Don Puckett
Dennis Kropog
Ewell Smith
Division Administrators
Marianne Burke

Hawkins, Susan

From: Foote, Karen
Sent: Friday, November 21, 2003 12:18 PM
To: Roussel, John E
Cc: Hawkins, Susan
Subject: Dec. item - Little Lake

Please add the following to the Dec. 2003 agenda,

Declaration of Emergency - Little Lake Designated Temporary Natural Reef - Patrick Banks

Don ruled that we need to have it as a Commission item.

Thanks.

Hawkins, Susan

From: Foote, Karen
Sent: Wednesday, November 19, 2003 3:08 PM
To: Roussel, John E; Hawkins, Susan
Cc: Porch, Pat; Pausina, Randy; Harbison, Michael; Lavergne, David R.
Subject: December Commission meeting

John has approved the following Marine Fisheries items for the December 2003 agenda, pending Chariman Denmon's approval-we have not heard back from him yet. He may choose not to hear the trout item and request only an informational presentation when he reviews the proposed agenda.

Notice of Intent - Spotted Seatrout Regulations- Recreational size and bag limit- Calcasieu Lake and Sabine Lake - Randy Pausina

Declaration of Emergency - Red Snapper Commercial Season - Randy Pausina

Hawkins, Susan

From: Burke, Marianne
Sent: Wednesday, November 19, 2003 10:41 AM
To: Hawkins, Susan
Subject: RE: Commission Meeting

No.

From: Hawkins, Susan
Sent: Wednesday, November 19, 2003 10:35 AM
To: Burke, Marianne
Subject: Commission Meeting

Marianne, will you have any items for the December Commission Meeting?

Susan Hawkins

State of Louisiana



James H. Jenkins, Jr.
Secretary

Department of Wildlife & Fisheries
Post Office Box 98000
Baton Rouge, LA 70898-9000
(225) 765-2800
November 3, 2003

M.J. "Mike" Foster, Jr.
Governor

MEMORANDUM

TO: Undersecretary, Assistant Secretary-Office of Wildlife
and Assistant Secretary-Office of Fisheries

FROM: James H. Jenkins, Jr., Secretary

SUBJECT: Commission Meeting Agenda - December 4, 2003

Please write on the bottom of this memo and return to Susan Hawkins by Tuesday, November 18th any agenda items your office may have for the Thursday, December 4th Commission Meeting to be held in Baton Rouge, Louisiana, at the Wildlife and Fisheries Building, 2000 Quail Drive. This meeting will begin at 10:00 a.m. on December 4th. If you do not have anything for the agenda, please return memo and indicate so on the bottom of this memo. We cannot add anything to the agenda that requires commission action after we have published the agenda in the state journal.

Resolutions and Notices of Intent should be included with the list of items to be placed on the agenda. Thank you for your cooperation!

JHJ/sch

cc: Commissioners.
Don Puckett
Winton Vidrine
Tommy Prickett ✓
Bennie Fontenot
Karen Foote
Wynnette Kees
Brandt Savoie
Ewell Smith
Marianne Burke

WV/E

State of Louisiana



James H. Jenkins, Jr.
Secretary

Department of Wildlife & Fisheries
Post Office Box 98000
Baton Rouge, LA 70898-9000
(225) 765-2800
November 3, 2003

M.J. "Mike" Foster, Jr.
Governor

MEMORANDUM

TO: Undersecretary, Assistant Secretary-Office of Wildlife
and Assistant Secretary-Office of Fisheries

FROM: James H. Jenkins, Jr., Secretary

SUBJECT: Commission Meeting Agenda - December 4, 2003

Please write on the bottom of this memo and return to Susan Hawkins by Tuesday, November 18th any agenda items your office may have for the **Thursday, December 4th** Commission Meeting to be held in Baton Rouge, Louisiana, at the Wildlife and Fisheries Building, 2000 Quail Drive. This meeting will begin at 10:00 a.m. on December 4th. If you do not have anything for the agenda, please return memo and indicate so on the bottom of this memo. We cannot add anything to the agenda that requires commission action after we have published the agenda in the state journal.

Resolutions and Notices of Intent should be included with the list of items to be placed on the agenda. Thank you for your cooperation!

JHJ/sch

cc: Commissioners
Don Puckett
Winton Vidrine
Tommy Prickett
Bennie Fontenot ✓
Karen Foote
Wynnette Kees
Brandt Savoie
Ewell Smith
Marianne Burke

Susan:
I have no agenda
items from the island
fisheries div. Thank

Burke

C. John Russell

State of Louisiana



James H. Jenkins, Jr.
Secretary

Department of Wildlife & Fisheries
Post Office Box 98000
Baton Rouge, LA 70898-9000
(225) 765-2800
November 3, 2003

M.J. "Mike" Foster, Jr.
Governor

MEMORANDUM

TO: Undersecretary, Assistant Secretary-Office of Wildlife
and Assistant Secretary-Office of Fisheries

FROM: James H. Jenkins, Jr., Secretary

SUBJECT: Commission Meeting Agenda - December 4, 2003

Please write on the bottom of this memo and return to Susan Hawkins by Tuesday, November 18th any agenda items your office may have for the Thursday, December 4th Commission Meeting to be held in Baton Rouge, Louisiana, at the Wildlife and Fisheries Building, 2000 Quail Drive. This meeting will begin at 10:00 a.m. on December 4th. If you do not have anything for the agenda, please return memo and indicate so on the bottom of this memo. We cannot add anything to the agenda that requires commission action after we have published the agenda in the state journal.

Resolutions and Notices of Intent should be included with the list of items to be placed on the agenda. Thank you for your cooperation!

JHJ/sch

cc: Commissioners
Don Puckett
Winton Vidrine
Tommy Prickett
Bennie Fontenot
Karen Foote
Wynnette Kees
Brandt Savoie ✓
Ewell Smith
Marianne Burke

None Brandt

State of Louisiana



James H. Jenkins, Jr.
Secretary

Department of Wildlife & Fisheries
Post Office Box 98000
Baton Rouge, LA 70898-9000
(225) 765-2800
November 3, 2003

M.J. "Mike" Foster, Jr.
Governor

MEMORANDUM

TO: ✓ Undersecretary, Assistant Secretary-Office of Wildlife
and Assistant Secretary-Office of Fisheries

FROM: James H. Jenkins, Jr., Secretary

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CUSTOMER SERVICE
REPORT

State of Louisiana



James H. Jenkins, Jr.
Secretary

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P. 01

TRANSACTION REPORT

NOV-05-03 WED 03:32 PM

DATE	START	RECEIVER	TX TIME	PAGES	TYPE	NOTE	M#	DP
NOV-05	03:31 PM	SEAFOOD MKTG BOARD	45"	1	SEND	OK	453	
TOTAL :						45S PAGES:	1	

State of Louisiana



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